



ADOPTION & INSIGHTS PORTAL

STORE GUIDE



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Adoption & Insights Portal (AIP) Overview

AIP is a web-based platform built exclusively for faculty and department administrators that enables them to research and adopt course materials in one, convenient place. Powered by your school's student information system (SIS), AIP delivers a highly personalized, streamlined, action-oriented user experience for faculty, staff, administrators, and academic leadership.

- Personalized **Course List** for Faculty to easily search, research, and submit their adoptions
- **Dashboard** with **Adoption Insights** to track, monitor, and report on adoptions in real-time
- In-line **Affordability** recommendations as a complement or substitute to traditional course materials
- **Communication tools**, including automated reminders, on-demand emails, and on-site messaging
- **24/7** Adoption Support via website chat or toll-free number
- **Integration** with your institution's **Student Information System** for a personalized, real-time experience

Benefits of SIS Connect - Roster Export

AIP is powered by the institution's SIS Roster data to provide a personalized and seamless experience to the faculty and administration. The SIS Roster Export provides BNC a seamless export of a school's course skeleton and their student and faculty roster for each term to AIP and is an essential step to using AIP. The institution works with BNC to set-up a daily feed to ensure the course list, down to the section level, is updated as changes are made to faculty course assignments, added or deleted section numbers, and enrollment data. Updated course, enrollment, and roster information is reflected in AIP within two business days after the data is received.

Registered Users

AIP is integrated with the institution's Single Sign On (SSO) technology. A link to AIP will be available within the institution's SIS or LMS (depending on their preference). Faculty and administration will be able to click on the link and be authenticated with their institution credentials.

Access Levels

Each user type will have a different permission level which differs based on how they will use AIP. AIP has a tier-based permission system comprising of three tiers. A higher tier has access to all the features of the tier below it. An overview of the three tiers is provided below.

Tier	Accessibility
Tier 1	For general users (i.e. faculty) who are entering adoption information. Offers access to the following features: Course List, Affordability Solutions, Adoption Support, Search, and Chat.
Tier 2	For supervisors of the users entering adoptions (i.e. department administrators, department heads, etc.) Offers access to all tier 1 features as well as: bulk upload on Course List, Adoption Overview on Course List, and Insights Dashboard.
Tier 3	For Provost, Technical Administrator, Bookstore Manager Offers access to all tier 1 and tier 2 features as well as: Timing & Triggers, On-Demand Communications, Site Messaging, and Permissions & Settings.

Department Administrator Access to AIP

Institutional Leadership (Provost, IT Admin, etc.) user information is not always included in the SIS export; therefore, Bookstore Managers will be responsible for contacting AIP support to request Institutional Leadership user access to AIP with the Tier 3 access level as needed.

Adoption & Insights Portal

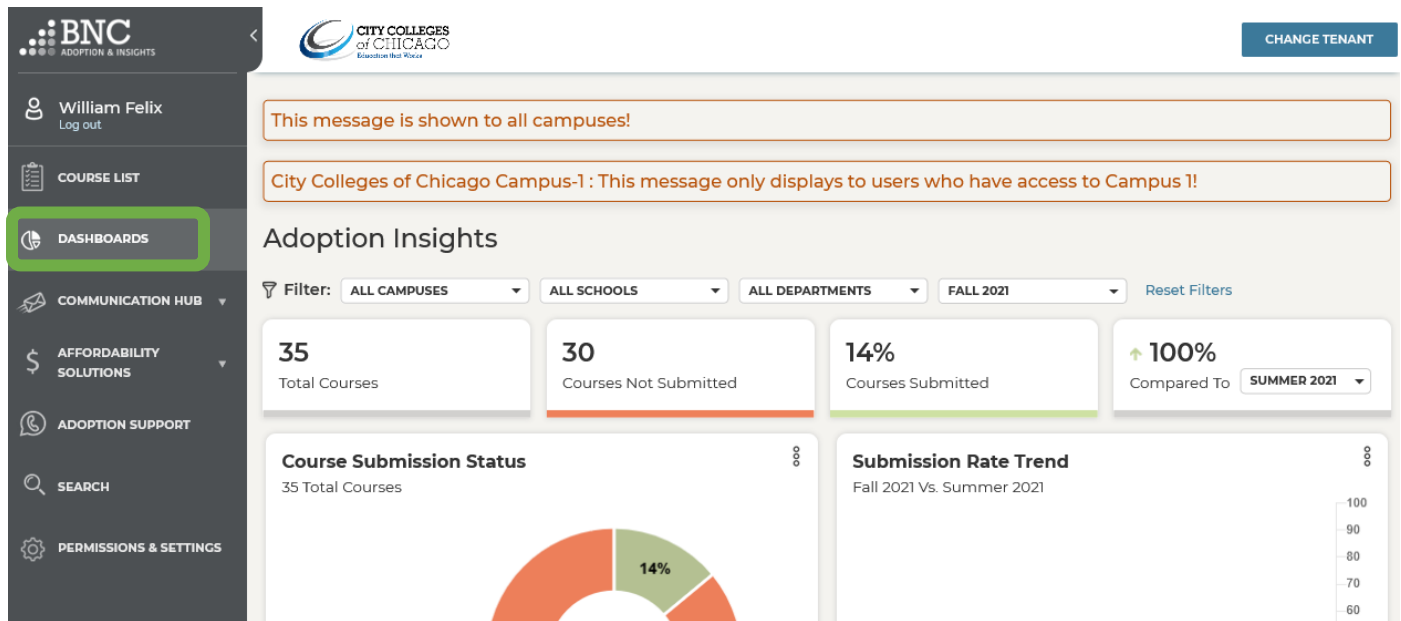
Store Guide

Note: With the 2.1 Release, all non-student users with institutional credentials will be able to access AIP even if they are not included in the SIS export. The Bookstore Manager may need to update the user's permission level on the User Permissions tab (see: Updating User Permissions)

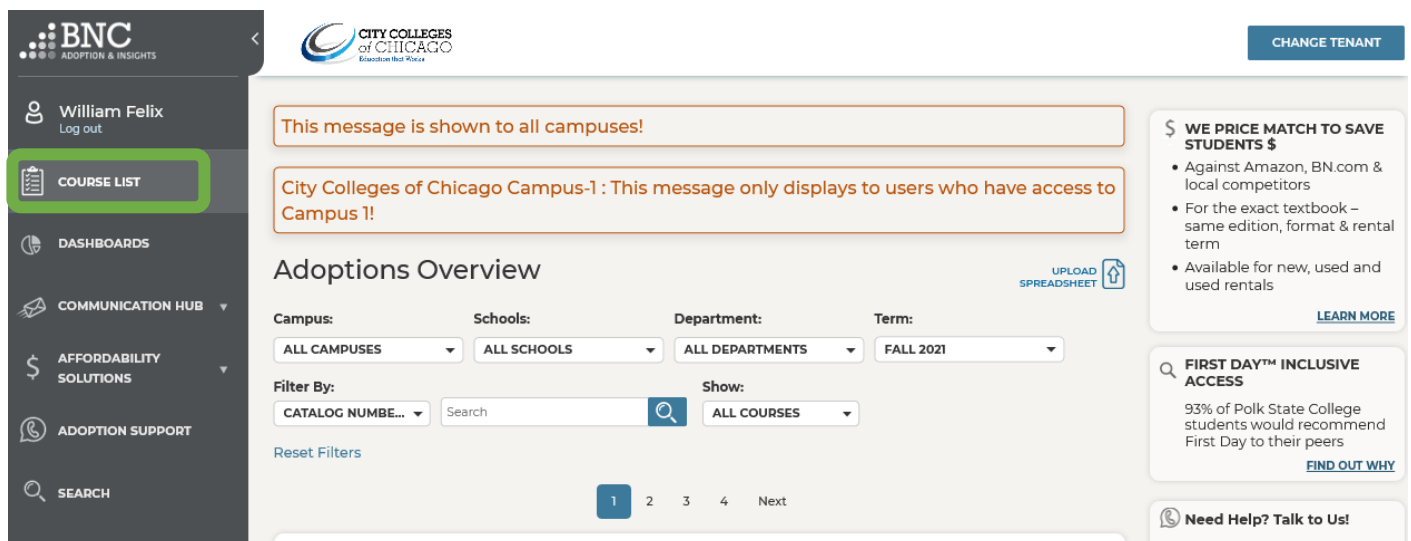
AIP Dashboard

Upon accessing AIP, Bookstore Managers land on the AIP dashboard with multiple menu options.

1. **Dashboard:** View status of all course adoptions for the campus. Results can be filtered by Campus (if available), Schools (if available), Departments (if available), and Term.



2. **Course List:** View all school courses and submit adoptions for the respective term filtered by Campus (if available), Schools (if available), Department (if available), or Term. Courses can be searched by Course ID, Course name or Faculty Name.



Adoption & Insights Portal

Store Guide

3. **Communication Hub:** Tier 3 users can send automated and On-Demand emails and reminders to Faculty and administration and add site message to display to all users. All users have the ability to submit emails and questions to the bookstore.
- a. **Timing & Triggers:** Bookstore can set up (turn on/off) automated messages to be sent to faculty during the open adoption period.

The screenshot shows the BNC Adoption & Insights Portal interface. The left sidebar contains navigation links: William Felix (Log out), COURSE LIST, DASHBOARDS, COMMUNICATION HUB (highlighted with a green box), AFFORDABILITY SOLUTIONS, ADOPTION SUPPORT, SEARCH, and PERMISSIONS & SETTINGS. The COMMUNICATION HUB sub-menu is also highlighted with a green box, showing options: T & T (Timing & Triggers), OD (On Demand), SM (Site Messaging), and CB (Contact The Bookstore). The main content area is titled "Timing & Triggers" and includes a "CHANGE TENANT" button in the top right. It features two orange-bordered boxes with messages: "This message is shown to all campuses!" and "City Colleges of Chicago Campus-1 : This message only displays to users who have access to Campus 1!". Below these is the "Adoption Email Communications" section, which includes a description of the email communication process and a form to select a campus (CITY COLLEGES OF CHI...) and a term (FALL 2020). A list of scheduled emails is shown, including "Adoption Flash Report", "Adoption Open Notice", "Adoptions Due Reminder #1", and "Adoptions Due Reminder #2". On the right, there are three promotional boxes: "WE PRICE MATCH TO SAVE STUDENTS \$", "FIRST DAY™ INCLUSIVE ACCESS", and "Need Help? Talk to Us!".

- b. **On Demand:** Send a reminder that adoptions are due to faculty or craft your own email to go to all faculty or a selection of members across the campus.

The screenshot shows the BNC Adoption & Insights Portal interface, specifically the "On-Demand Communications" section. The left sidebar is identical to the previous screenshot, with the COMMUNICATION HUB and its sub-menu highlighted. The main content area is titled "On-Demand Communications" and includes a "CHANGE TENANT" button in the top right. It features two orange-bordered boxes with messages: "This message is shown to all campuses!" and "City Colleges of Chicago Campus-1 : This message only displays to users who have access to Campus 1!". Below these is the "Send Email" section, which includes a form to select a recipient (A REMINDER ADOPTIONS ARE DUE), a dropdown for "To the following recipients:", and fields for "Course Status" (Courses not submitted), "Campus" (CITY COLLEGES OF CHICAGO CAMPUS...), "School" (ALL SCHOOLS), "Departments" (ALL), and "Term" (FALL 2020). On the right, there are three promotional boxes: "WE PRICE MATCH TO SAVE STUDENTS \$", "FIRST DAY™ INCLUSIVE ACCESS", and "Need Help? Talk to Us!".

Adoption & Insights Portal

Store Guide

- c. **Site Messaging:** Set up and schedule a message that will appear in a banner on top of all pages across the Adoption & Insights Portal.

The screenshot shows the BNC Adoption & Insights Portal interface. On the left is a dark sidebar with a navigation menu. The 'COMMUNICATION HUB' section is highlighted with a green circle and contains the following items: 'T & T Timing & Triggers', 'OD On Demand', 'SM Site Messaging' (which is selected), and 'CB Contact The Bookstore'. The main content area is titled 'Site Messaging' and includes a 'Current Message' section. A message is currently set: 'This message is shown to all campuses!'. Below this, there are fields for 'Start Date' (06/15/2021) and 'End Date' (07/24/2021). On the right side of the page, there are several promotional banners, including 'WE PRICE MATCH TO SAVE STUDENTS \$', 'FIRST DAY™ INCLUSIVE ACCESS', and 'Need Help? Talk to Us!'. The top of the page features the BNC logo and the City Colleges of Chicago logo.

- d. **Contact the Bookstore:** Provides all users access to submit a question or email to the bookstore from within AIP.

The screenshot shows the BNC Adoption & Insights Portal interface for the 'Contact the Bookstore' page. The left sidebar is the same as in the previous screenshot, with 'CB Contact The Bookstore' highlighted by a green circle. The main content area is titled 'Contact the Bookstore' and includes a 'Message' field. A dropdown menu is open, showing options: 'AN ADOPTION I'M INTERESTING IN', 'AN ADOPTION I'VE SUBMITTED', 'A SITE/TOOL ISSUE I'M EXPERIENCING', 'A MATERIAL NOT FOUND', and 'OTHER'. Below the message field is a 'SEND EMAIL' button. On the right side, there are promotional banners similar to the previous screenshot, including 'Adoptions Due!', 'WE PRICE MATCH TO SAVE STUDENTS \$', and 'Need Help? Talk to Us!'. The top of the page features the BNC logo and the Everytown University logo.

4. **Affordability Solutions:** Detailed information regarding OER, OER+ Courseware, Price Match Guarantee, and Course Pack Creation option.

Adoption & Insights Portal Store Guide

BNC ADOPTION & INSIGHTS

Shannon Johnston
Log out

COURSE LIST

DASHBOARDS

COMMUNICATION HUB

AFFORDABILITY SOLUTIONS

- FDIA First Day Inclusive Access
- OER OER
- OER+ OER + Courseware
- PMG Price Match Guarantee
- CPC Course Pack Creation

First Day Inclusive Access

First Day™ is Barnes & Noble College's inclusive access program offering students first day-of-class access to affordable, high-quality course materials* and providing institutions and faculty with analytics that support academic achievement.

Benefits to Students:

- First Day saves students an average of 40% on course materials and the cost of materials are included in tuition or student fees, ensuring that no additional textbook budgeting is required.
- Students are guaranteed to have access to their course materials on day one of class as materials are delivered through your school's learning management system (LMS).
- With immediate access to materials, textbooks, and courseware, a barrier to success is removed for your students.

[CLICK HERE TO LEARN MORE ABOUT USING FIRST DAY AT YOUR INSTITUTION.](#)

FIRST DAY CASE STUDIES

WRIGHT STATE UNIVERSITY

POLK STATE COLLEGE

Like many institutions, Polk State College has seen a trend of

Adoptions Due!
Your adoptions are overdue. Please contact your Bookstore Manager as soon as possible

WE PRICE MATCH TO SAVE STUDENTS \$

- Against Amazon, BN.com & local competitors
- For the exact textbook - same edition, format & rental term
- Available for new, used and used rentals

[LEARN MORE](#)

FIRST DAY™ INCLUSIVE ACCESS

93% of Polk State College students would recommend First Day to their peers

[FIND OUT WHY](#)

Need Help? Talk to Us!

5. **Adoption Support:** Provides all users access to the support team via online chat, Bookstore contact information, and Frequently Asked Questions.

BNC ADOPTION & INSIGHTS

Shannon Johnston
Log out

COURSE LIST

DASHBOARDS

COMMUNICATION HUB

AFFORDABILITY SOLUTIONS

ADOPTION SUPPORT

SEARCH

PERMISSIONS & SETTINGS

Adoption Support

Contact Adoption Support

Call us: 877-713-6697
Hours: Mon-Sun 8:00 am - 5:00 pm (CST)

[OPEN CHAT](#)

Your Bookstore

Your bookstore manager is

Phone: --, ext. --
Email: --

If you would like to send an email to the Bookstore Manager, please visit the [Contact The Bookstore page](#).

Technical Support

For support with technical issues, please call Adoption Support or send an email via the [Contact The Bookstore page](#)

Frequently Asked Questions

Placing Adoptions

Re-adoption

I would like to re-adopt course materials from a previous term. How can I do that?

I don't see the option to re-adopt materials from a previous term. What should I do?

There is a book I used previously when teaching a different course. How can I adopt that book?

Last term I adopted two different course materials but this term, I only want to adopt one of those materials. Can I use one click re-adopt?

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- Available for new, used and used rentals

[LEARN MORE](#)

Need Help? Talk to Us!

We have Adoption Support available 24/7!

Phone: 877-713-6697
[Email Support](#)

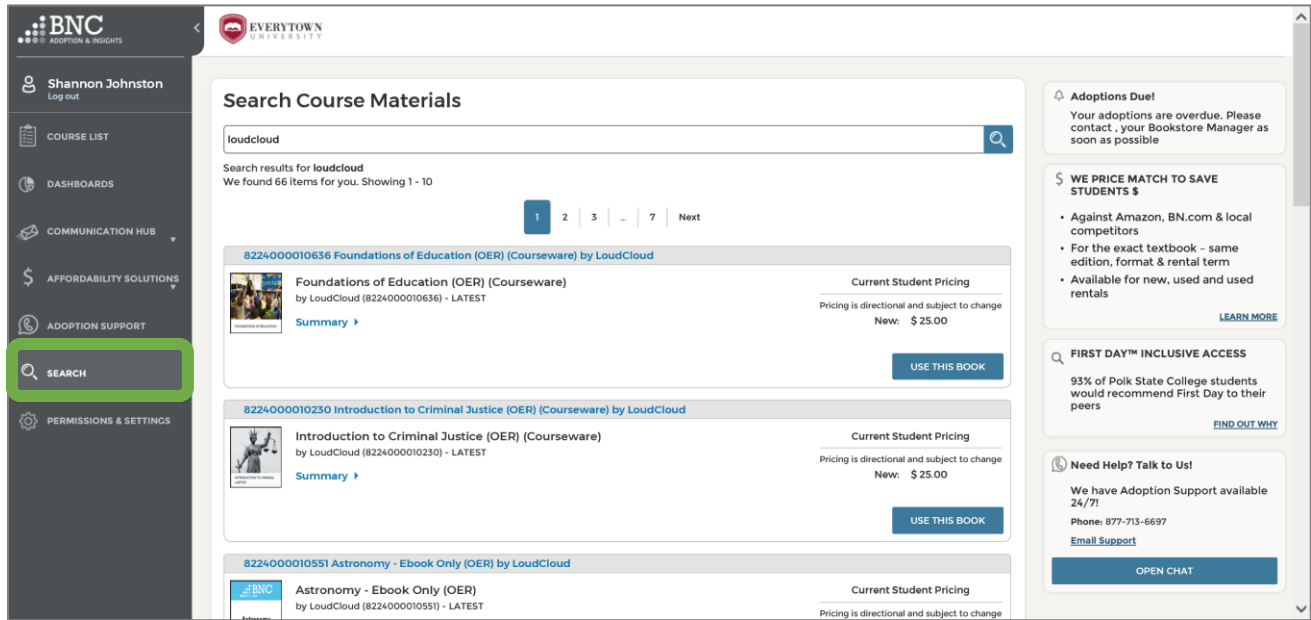
[OPEN CHAT](#)

6. **Search:** Research materials by ISBN or Keyword. Bookstore Manager can add materials to a specific course from the search screen.

NOTE: Use OER Courseware or OpenStax as a search term to see all OER options and add to a course.

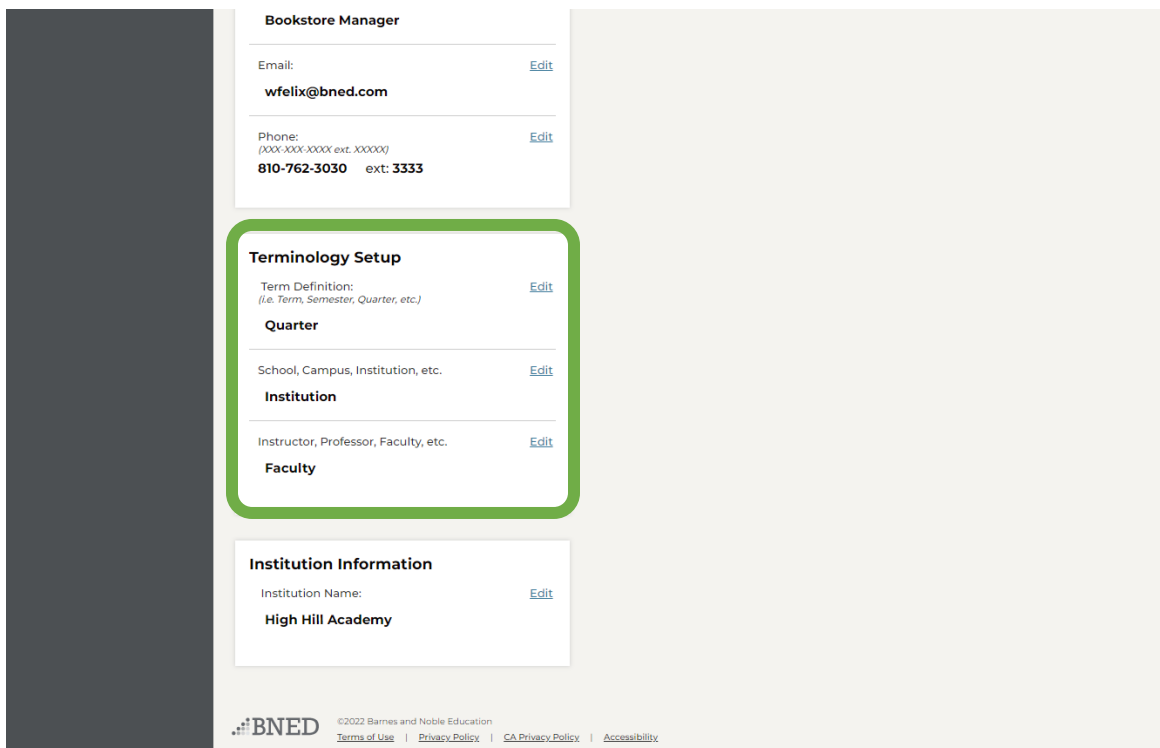
Adoption & Insights Portal

Store Guide



7. **Permissions & Settings:** Allows the Bookstore Manager to configure terminology and settings used on AIP.

Within the **Site Information** tab, the Bookstore Manager can edit terminology such as Term vs. Quarter, Campus vs. School, or Faculty vs. Instructor. The Bookstore is also responsible for setting the Adoption Start date and deadline for each adoption period. This should be done after the Term is set up in TA2.



Adoption & Insights Portal

Store Guide

In addition, the Bookstore Manager can edit the Bookstore Manager information such as name, email address, and phone number. This information appears on the Contact the Bookstore page as well as within automated emails.

The screenshot shows the 'ADOPTION SUPPORT' sidebar on the left with options: SEARCH, PERMISSIONS & SETTINGS, and ADOPTION SUPPORT. The main content area includes several sections: 'Email Settings' with fields for 'Friendly from name for triggered messages' (High Hill Academy) and 'Flash report recipients' (nilesh.wagh@bncedloudcloud.com, 27sarahryan@gmail.com, fillwelix@gmail.com); 'Active Affirmation' and 'Change Justification' sections with toggle switches set to 'OFF'; and a 'Bookstore Manager Information' section highlighted with a green border. This section contains fields for Name (William Felix), Title (Bookstore Manager), Email (wfelix@bnced.com), and Phone (810-762-3030 ext: 3333). Below this is a 'Terminology Setup' section. On the right, there are promotional banners for 'Need Help? Talk to Us!' and 'We have Adoption Support available!' with contact information and an 'OPEN CHAT' button.

From the **Site Settings** tab the Bookstore Manager can turn on or off select Affordability options that appear on AIP.

The screenshot shows the 'BNC ADOPTION & INSIGHTS' header with the 'HIGH HILL ACADEMY' logo and a 'CHANGE TENANT' button. The sidebar on the left shows the user 'William Felix' and navigation options: COURSE LIST, DASHBOARDS, COMMUNICATION HUB, AFFORDABILITY SOLUTIONS, ADOPTION SUPPORT, SEARCH, and PERMISSIONS & SETTINGS. The main content area is titled 'Permissions And Settings' and has tabs for SITE INF..., SITE SETTINGS (highlighted with a green border), USER PE..., and FIRST DA... The 'SITE SETTINGS' tab contains several sections: 'Site Content to Display' with 'First Day™ Inclusive Access' (ON) and 'Course Pack Creation' (OFF); 'OER+' (ON) and 'Price Match Guarantee' (OFF). The 'First Day™ Inclusive Access' section explains that First Day is an inclusive access model where course materials are included in the cost of tuition. The 'Course Pack Creation' section explains that a course pack is a compilation of course materials. The 'OER+' section explains that OER+ Courseware provides instructors with a high quality, easy to use course solution. The 'Price Match Guarantee' section explains that students save money with Price Match Guarantee. On the right, there are promotional banners for 'WE PRICE MATCH TO SAVE STUDENTS \$', 'FIRST DAY™ INCLUSIVE ACCESS', and 'Need Help? Talk to Us!' with contact information and an 'OPEN CHAT' button.

Turning the option on or off will add or remove the affordability option from the menu on the left and the right panel.

BNC ADOPTION & INSIGHTS

Shannon Johnston
Log out

COURSE LIST

DASHBOARDS

COMMUNICATION HUB

AFFORDABILITY SOLUTIONS

FDIA First Day Inclusive Access

OER OER

OER+ OER + Courseware

PMC Price Match Guarantee

CPC Course Pack Creation

ADOPTION SUPPORT

SEARCH

PERMISSIONS & SETTINGS

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- With immediate access to materials, textbooks, and courseware, a barrier to success is removed for your students.

[CLICK HERE TO LEARN MORE ABOUT USING FIRST DAY AT YOUR INSTITUTION.](#)

FIRST DAY CASE STUDIES

When the state of Ohio required all institutions to lower course material costs for students, Wright State University found success with First Day and saved students more than \$675,000 across 40 courses and 120 sections in one semester.

“ Inclusive access is a fantastic way to help students save money on course materials ... Inclusive access not only addresses textbook costs, but it promotes student success at Wright State University.

Mondish Dodger, M.F., Sr. Lecturer, Biological Sciences Div., College of

Like many institutions, Polk State College has seen a trend of students not purchasing a required textbook due to price. With First Day, students saved 57% on their required materials with an average savings of \$132 per course material. Pleased with the program, an astounding 93% of participating students said they would recommend First Day to their peers.

“ In an online course, it is even more important that the students start their course with a textbook. The program increases the likelihood that students will be proactive and purchase the book before the class starts, enabling

Adoptions Due!

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[FIND OUT WHY](#)

Need Help? Talk to Us!

We have Adoption Support available 24/7!

Phone: 877-713-6697

[Email Support](#)

[OPEN CHAT](#)

Bookstore Manager Experience in AIP

Setting Terms in TA2 and AIP

All aspects with TA2 remain the same with the AIP integration. Adoptions will flow automatically to TA2 and you should check TA2 every day to ensure that you review your alerts and manage all your "In Process" adoptions (See the TA2 Guide for more details). The Textbook team is responsible for creating terms in TA2 and activating the term on the web and creating the term in TA2 allows adoptions to flow from AIP to TA2.


AIP Term SIS Feed

Confirm that the term course enrollment file generated from the SIS feed is being sent. The course enrollment SIS feed cadence for new terms should be similar to the course skeleton cadence for new terms in TA2. If it is not there, the term is most likely not being sent in the SIS Feed by the campus. Reach out to the campus SIS Administrator to have the term added to the SIS Feed. Once the campus adds it, contact AIPSupport@bncservices.com if the term continues not to display.

Step 1 - TA2 and Web Setup

For future terms to be available for faculty to start the adoption process, the terms must be setup in TA2.

- Terms need to be named and have their term dates setup for adoptions to flow through TA2 integration.

Term Options Dates	
Term code	F16
<hr/>	
Date Adoptions Are Due	<input type="text" value="9/01/16"/> (MMDDYY)
First day of class	 <input type="text" value="9/02/16"/> (MMDDYY)
Mid term date	<input type="text" value="9/03/16"/> (MMDDYY)
First day of finals	<input type="text" value="9/04/16"/> (MMDDYY)
Last day of finals	<input type="text" value="9/05/16"/> (MMDDYY)
<hr/>	
Course - Export	INACTIVE

- Terms also must be activated on the web for faculty to start adoptions in AIP. The flag must be changed to Y and verified before the Adoption Start date in AIP.

Activate term for Web		Deactivate term for Web
Term	Description	Web Flag
A14	srv test lacourin	N
A15	Summer 2015	Y
A16	Release 15.4	N
B15	Charlie's TA format	N
C15	steves copy term	N
D15	Summer 15 Online	N
F14	FALL 2014	N
F15	Fall 2015	Y
F16	copy term test 2	N
G15	Temp Vendor Term	N

More

- A course skeleton does not have to be loaded for a term to be set up in TA2. With AIP the bookstore will still need to upload a course skeleton to TA2.

Step 2 – Term Setup in AIP

The Bookstore Manager is now responsible for setting the Adoption Start Date and Deadline date in AIP to trigger automated emails to faculty members to start the adoption process. This must be done after the term is setup in TA2 and the web is activated.

Permissions & Settings

Setting the Adoption Start and Deadline dates in AIP will trigger automated emails to faculty to start the adoption process.

Bookstore Managers must do this after the term is setup in TA2 and the web is activated.

You can also enable the Adoption Cutoff toggle to limit adoptions from being submitted after the adoption deadline has passed.

Permissions And Settings

Adoption Time Frame
Enable Adoption Cutoff: ☐ OFF

Available Quarter	Adoption Start date	Adoption Deadline	Make Available for Re-adoption
Summer 2020	02/08/2022	02/14/2022	<input checked="" type="checkbox"/>

Select Past Terms for Re-adoption ▼

Email Settings
Friendly from name for triggered messages: [Edit](#)
High Hill Academy
Flash report recipients: [Edit](#)
(comma separate multiple email addresses)
nilesh.wagh@bnccloudcloud.com, 27sarahryan@gmail.com, filiwelx@gmail.com

Active Affirmation ☐ OFF
Turn on this feature to document the intent of the course instructor or academic department to use all items adopted for a course and section. Statement can be edited as needed.

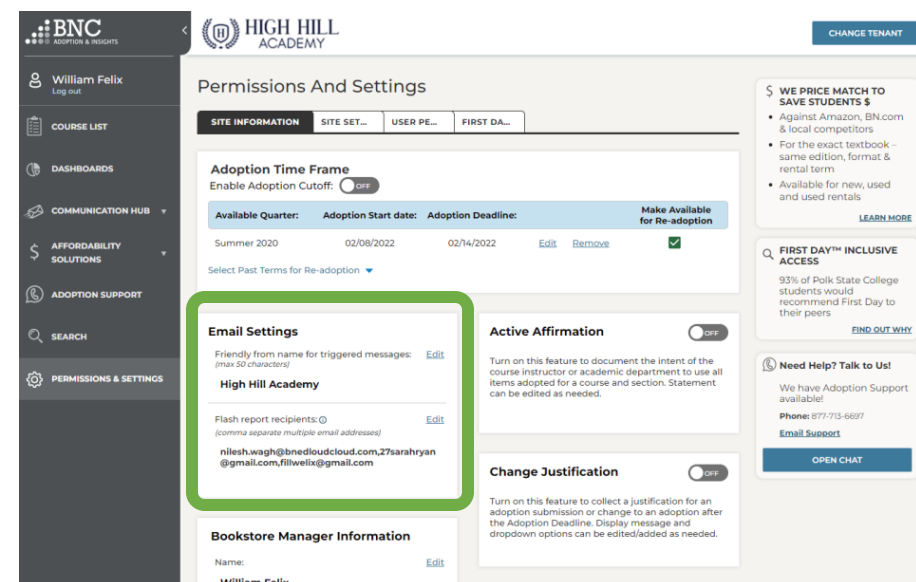
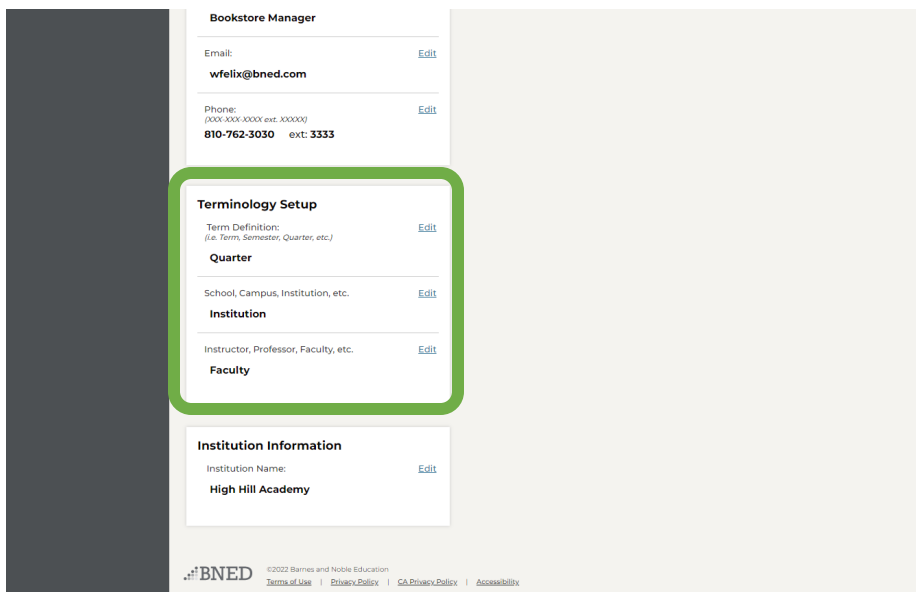
Change Justification ☐ OFF
Turn on this feature to collect a justification for an adoption submission or change to an adoption after the Adoption Deadline. Display message and dropdown options can be edited/added as needed.

Bookstore Manager Information
Name: [Edit](#)
William Felix

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• Against Amazon, BN.com & local competitors
• For the exact textbook – same edition, format & rental term
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93% of Polk State College students would recommend First Day to their peers
[FIND OUT WHY](#)

Need Help? Talk to Us!
We have Adoption Support available!
Phone: 877-715-6697
[Email Support](#)
[OPEN CHAT](#)

Permissions & Settings	
<p>The 'From Name' information entered in Email Settings will display within the automated emails to faculty.</p> <p>The email addresses entered will be the recipients of the automated Adoption Flash Report.</p>	
<p>This terminology will be used across the entire portal as well as within automated and on-demand emails.</p>	

<p>Bookstore Manager Information can be edited and is displayed in the Contact The Bookstore in the Communication Hub. This email is also included in several automated emails.</p>	<div><h2>Permissions & Settings</h2><div><div><div>ADOPTION SUPPORT</div><div>SEARCH</div><div>PERMISSIONS & SETTINGS</div></div><div><div>Email Settings</div><div>Friendly from name for triggered messages: Edit High Hill Academy</div><div>Flash report recipients: Edit (comma separate multiple email addresses) nilesh.wagh@bnedcloud.com, 27sarahryan@gmail.com, filliwelx@gmail.com</div><div>Bookstore Manager Information</div><div>Name: Edit William Felix</div><div>Title: Edit Bookstore Manager</div><div>Email: Edit wfelix@bned.com</div><div>Phone: Edit (XXX-XXX-XXXX ext. XXXXX) 810-762-3030 ext: 3333</div><div>Terminology Setup</div><div>Term Definition: Edit (i.e. Term, Semester, Quarter, etc.)</div></div><div><div>Active Affirmation</div><div>Turn on this feature to document the intent of the course instructor or academic department to use all items adopted for a course and section. Statement can be edited as needed.</div><div>Change Justification</div><div>Turn on this feature to collect a justification for an adoption submission or change to an adoption after the Adoption Deadline. Display message and dropdown options can be edited/added as needed.</div></div><div><div>Need Help? Talk to Us!</div><div>We have Adoption Support available!</div><div>Phone: 877-713-6697</div><div>Email Support</div><div>OPEN CHAT</div></div></div></div>
<p>Institution Information can be edited and is displayed within the platform.</p>	<div><div><div>Bookstore Manager</div><div>Email: Edit wfelix@bned.com</div><div>Phone: Edit (XXX-XXX-XXXX ext. XXXXX) 810-762-3030 ext: 3333</div><div>Terminology Setup</div><div>Term Definition: Edit (i.e. Term, Semester, Quarter, etc.)</div><div>Quarter</div><div>School, Campus, Institution, etc. Edit Institution</div><div>Instructor, Professor, Faculty, etc. Edit Faculty</div><div>Institution Information</div><div>Institution Name: Edit High Hill Academy</div></div><div><div>BNEDE</div><div>©2022 Barnes and Noble Education Terms of Use Privacy Policy CA Privacy Policy Accessibility</div></div></div>

Permissions & Settings

Bookstore Manager can edit the Affordability options within Site Settings.

BNC ADOPTION & INSIGHTS

HIGH HILL ACADEMY

CHANGE TENANT

William Felix
Log out

COURSE LIST

DASHBOARDS

COMMUNICATION HUB

AFFORDABILITY SOLUTIONS

ADOPTION SUPPORT

SEARCH

PERMISSIONS & SETTINGS

Permissions And Settings

SITE INF... **SITE SETTINGS** USER PE... FIRST DA...

Site Content to Display:

First Day™ Inclusive Access ☒

First Day is an inclusive access model in which course materials are included in the cost of tuition (or similar student fees) and delivered through a school's learning management system (LMS), ensuring students have their course materials on the first day of class. Students don't have to enter an access code -- or wait to get their materials.

Course Pack Creation ☐

A course pack is a compilation of course materials put into one easy-to-access place for students. Course Packs can act as a supplement to a textbook or as a replacement. Our publisher-neutral approach lets you combine content from virtually anywhere including:

- Journal and scholarly articles
- Book chapters
- Business cases
- Multimedia
- Original or self-authored material
- OER
- and more!

OER+ ☒

OER+ Courseware provides instructors with a high quality, easy to use course solution that is affordable, accessible, and helps drive student engagement. It utilizes OER plus original content that is curated by subject matter

Price Match Guarantee ☐

Students save money with Price Match Guarantee! Price Match Guarantee reimburses students the cost difference of a new or used print book if they find the exact textbook at a lower price on Amazon, BN.com, or a

WE PRICE MATCH TO SAVE STUDENTS \$

- Against Amazon, BN.com & local competitors
- For the exact textbook – same edition, format & rental term
- Available for new, used and used rentals

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Need Help? Talk to Us!

We have Adoption Support available!

Phone: 877-713-6697

[Email Support](#)

[OPEN CHAT](#)

Faculty Communications

A highlight of the Adoptions and Insights Portal is the ability to send automated reminders and on-demand emails, and to post site messaging to faculty from within the system. These emails and messages can be set up from the Communication Hub in the navigation pane.

The emails send faculty information around the Adoption process, and can include a list of courses they are assigned to that need adoptions submitted, the date in which adoptions are due, and the ability to click through to their personalized Course List so they may begin the submission process.

Once the faculty or staff member submits all their courses for the term, they will not receive any additional reminders.

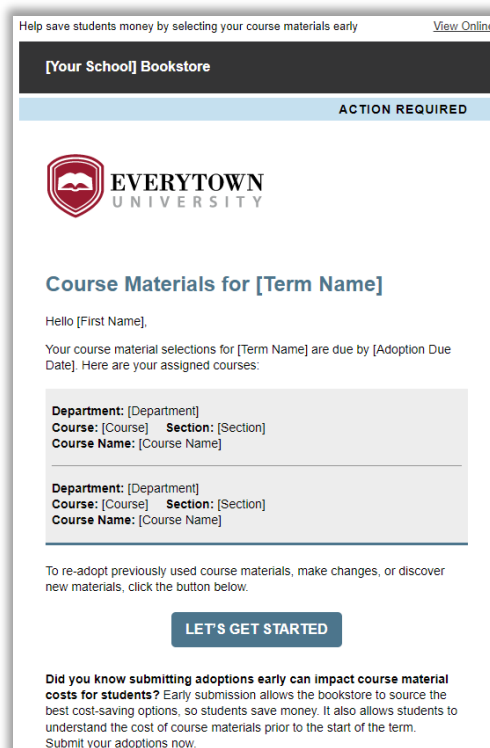
Email Notifications/Timing & Triggers	
<p>Departmental and academic leaders can send customized emails to faculty on-demand directly from the portal.</p>	
<p>A site-wide message can be shown to all users logged into the portal as an additional alert and reminder that adoptions are due.</p> <p>If your institution has multiple campuses, there will be an “All Campus” message which will be sown on all campuses in addition to any campus-specific message</p>	

Email Notifications/Timing & Triggers

Adoption Flash Report is an email to inform recipients of the adoption progress for a given term. Recipients are set-up on the Permissions & Settings page. Frequency can be adjusted on the Timing & Triggers page.



Adoption Open Notice is sent on 'Adoption Open' date. Frequency is one notification per user per term.



Email Notifications/Timing & Triggers

Adoptions Due Reminder #1 is sent 10 days after 'Adoption Open' date. Frequency is one reminder per user per term.

Re-adopt previously used materials in ONE click [View Online](#)

[Your School] Bookstore

ACTION REQUIRED

EVERYTOWN UNIVERSITY

Reminder: Select Your Course Materials

Hello [First Name],

This is a friendly reminder that your course material selections for [Term Name] are due by [Adoption Due Date]. Here are your assigned courses:

Department:	[Department]
Course:	[Course] Section: [Section]
Course Name:	[Course Name]

Department:	[Department]
Course:	[Course] Section: [Section]
Course Name:	[Course Name]

To re-adopt previously used course materials, make changes, or discover new materials, click the button below.

SUBMIT ADOPTIONS

Did you know submitting adoptions early can impact course material costs for students? Early submission allows the bookstore to source the best cost-saving options, so students save money. It also allows students to understand the cost of course materials prior to the start of the term. [Submit your adoptions now.](#)

Adoptions Due Reminder #2 is sent halfway between the 'Adoption Open' date and 'Adoption Deadline' date. Frequency is one reminder per user per term.

Select your course materials in just a few clicks [View Online](#)

[Your School] Bookstore

ACTION REQUIRED

EVERYTOWN UNIVERSITY

Course Materials for [Term Name]

Hello [First Name],

Your course material selections for [Term Name] are due by [Adoption Due Date]. Here are your assigned courses:

Department:	[Department]
Course:	[Course] Section: [Section]
Course Name:	[Course Name]

Department:	[Department]
Course:	[Course] Section: [Section]
Course Name:	[Course Name]

SUBMIT ADOPTIONS

Not using any materials for these courses? No problem, view your courses and select "I'm not using any materials for this class." [Show me my courses.](#)

If you have any questions, Adoption Support is available by email at [Support Email Address] or phone at [Support Phone Number].

Email Notifications/Timing & Triggers

Adoptions Due Reminder #3 is sent with 25% of time remaining between the 'Adoption Open' date and 'Adoption Deadline' date. Frequency is one reminder per user per term.

Select your course materials in just a few clicks [View Online](#)

[Your School] Bookstore

ACTION REQUIRED

EVERYTOWN UNIVERSITY

Adoptions Are Due Soon

Hello [First Name],

Your course material selections for [Term Name] are **due by [Adoption Due Date]**. Please select materials for your assigned courses:

Department: [Department]
Course: [Course] **Section:** [Section]
Course Name: [Course Name]

Department: [Department]
Course: [Course] **Section:** [Section]
Course Name: [Course Name]

SUBMIT ADOPTIONS

Are you re-adopting materials from last [Academic Term]? Or not using any materials for these courses? No problem, view your courses and make your selection in just a click or two. [Show me my courses >](#)

If you have any questions, Adoption Support is available by email at [\[Support Email Address\]](#) or phone at [\[Support Phone Number\]](#).

Thank you,
[Your School] Bookstore

Adoptions Due Today Notice is sent on 'Adoption Deadline' date. Frequency is one notification per user per term.

Your course materials are due TODAY [View Online](#)

[Your School] Bookstore

ACTION REQUIRED

EVERYTOWN UNIVERSITY

Course Materials Are Due Today

Hello [First Name],

Your course material selections for [Term Name] are due **TODAY**. Please select materials for your assigned courses:

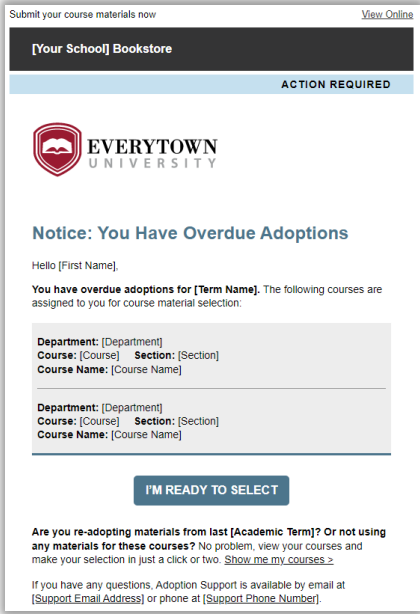

Department: [Department]
Course: [Course] **Section:** [Section]
Course Name: [Course Name]


Department: [Department]
Course: [Course] **Section:** [Section]
Course Name: [Course Name]

SUBMIT ADOPTIONS NOW


Are you re-adopting materials from last [Academic Term]? Or not using any materials for these courses? No problem, view your courses and make your selection in just a click or two. [Show me my courses >](#)

If you have any questions, Adoption Support is available by email at [\[Support Email Address\]](#) or phone at [\[Support Phone Number\]](#).

Email Notifications/Timing & Triggers	
Adoptions Overdue Notice is sent is sent 4 days after 'Adoption Deadline' date. Frequency is one notification per user per term.	
Start of Term 'Thank You' is sent 14 days after 'Term Start' date. Frequency is one notification per user per term.	

Email Notifications/Timing & Triggers	
No Materials Required Reminder has a customizable date before the adoption end date and is sent once per term to users who have submitted courses with no materials required.	<div><div>Your courses have no materials required</div><div><div>View Online</div></div><div>[Your School] Bookstore</div><div>COURSE MATERIAL STATUS</div><div><div>UNIVERSITY SAMPLE LOGO</div><div>Missing Something? There's Still Time to Request Your [Term Name] Course Materials</div><div>Hello [First Name],</div><div>This is a reminder that you submitted the following course(s) with a selection of No Materials Required.</div><div>Section(s): [Department Code] [Course ID] [Section ID] [Course Name] [Department Code] [Course ID] [Section ID] [Course Name]</div><div>Log into the Adoption & Insights Portal to review your selection and make changes if needed.</div><div>VIEW MY COURSES</div><div>We've made it easy for you to select course materials for your students:<ul style="list-style-type: none">Re-adopt previously adopted course materials with one clickDiscover and research new course materials—including OER—using our search toolCompare estimated prices for students and available formats before adoptingSearch your detailed adoption history</div><div>Need help or have any questions? If you would like to contact your bookstore manager, please visit the Contact the Bookstore page within the Adoption & Insights Portal.</div><div>You can also preview your course(s) as students will view them on the bookstore website.</div><div>Thank you, [Your School] Bookstore</div></div></div>

Email Notifications/Timing & Triggers	
Course Materials in Process is sent once per user per term and has a customizable date after the adoption end date and before the term start.	<div><div>Your submission is in the works</div><div><div>View Online</div><div>[Your School] Bookstore</div><div>COURSE MATERIAL STATUS UPDATE</div><div><div><div><div></div></div><div>UNIVERSITY</div><div>SAMPLE LOGO</div></div><div>We are processing your course materials for [Term Name]</div><div>Hello [First Name].</div><div>Your course materials for [Term Name] are being processed by the bookstore. Courses materials are typically available in the bookstore around two weeks before the start of the [Term Definition].</div><div><div><div><div>Submitted</div></div><div><div>Working On It</div></div><div><div>Available for Students</div></div></div><div>As a reminder, here are the sections for which you have submitted course materials:</div><div>Section(s): [Department Code] [Course ID] [Section ID] [Course Name] [Department Code] [Course ID] [Section ID] [Course Name]</div><div>VIEW MY COURSE MATERIALS ON AIP</div><div>When your course materials are available in the store, you can preview the materials on the bookstore website.</div><div>If you would like to contact your bookstore manager, please visit the Contact the Bookstore page within the Adoption & Insights Portal.</div><div>Thank you, [Your School] Bookstore</div></div></div></div></div>

Email Notifications/Timing & Triggers	
Course Materials Available for Students is sent 7 days before the term start date and includes a link where faculty can view their submitted course materials on the bookstore website.	<div><div>Your course materials are available for students!View Online</div><div><div>[Your School] Bookstore</div><div>COURSE MATERIAL STATUS UPDATE</div><div><div>UNIVERSITY SAMPLE LOGO</div><div>Course Materials are Available for Your Students!</div><div>Hello [First Name],</div><div>Your course materials for [Term Name] have been processed and are available for your students to order.*</div><div><div><div><div>✓</div><div>Submitted</div></div><div><div>✓</div><div>Working On It</div></div><div><div>✓</div><div>Available for Students</div></div></div><div>Section(s): [Department Code] [Course ID] [Section ID] [Course Name] [Department Code] [Course ID] [Section ID] [Course Name]</div><div>VIEW MY COURSES ON THE BOOKSTORE</div><div>If you would like to contact your bookstore manager, please visit the Contact the Bookstore page within the Adoption & Insights Portal.</div><div>Thank you, [Your School] Bookstore</div></div></div></div></div>

Deactivating Automated Emails

To turn off automated messages, go to the Timing & Triggers page within the Communication Hub.

1. Select the email you would like to turn off and click on the downward arrow.
2. Click on the ON toggle
3. The toggle will change to OFF when you have deactivated the email

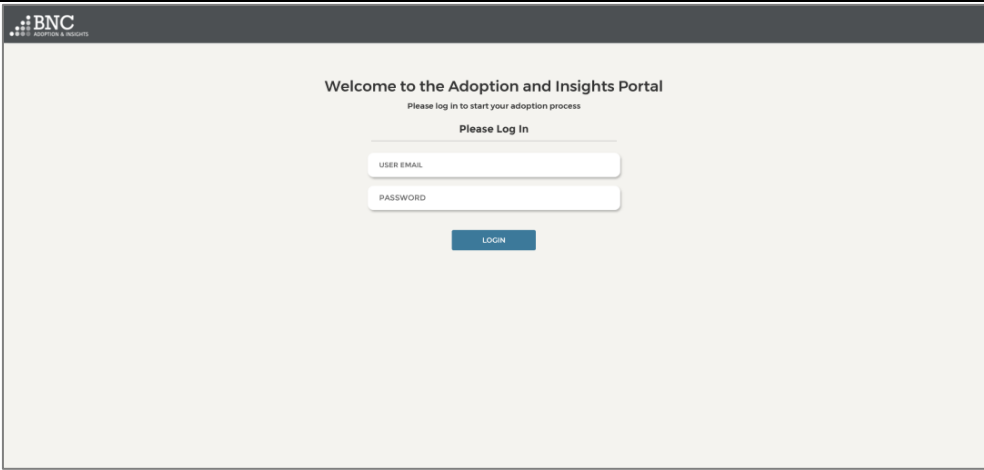
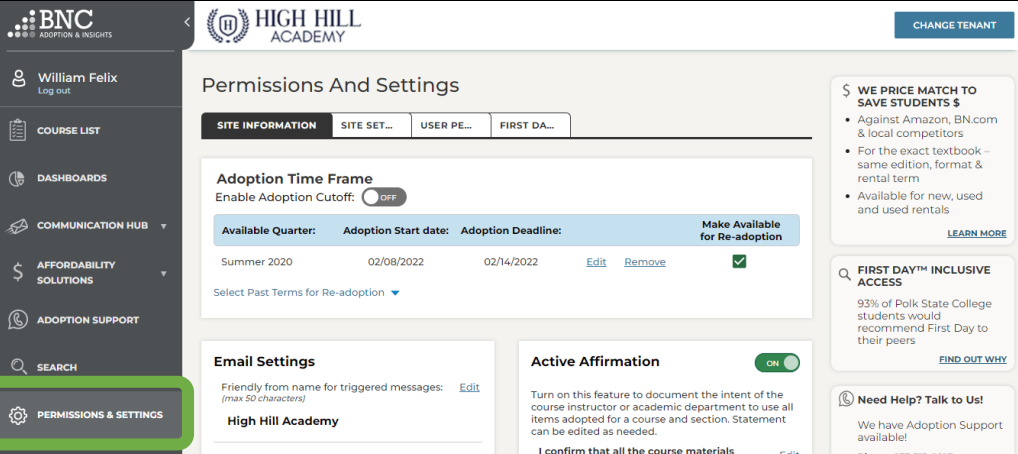
If you wish to deactivate all messages, follow these steps for each email message.

Notes:

- Deactivating an email will turn it off for ALL users. If you wish to reactivate an email, follow the steps above to change the toggle from OFF to ON.
- You can use the Term drop-down menu to review automated messages by term. Changing the toggle to OFF for one term will NOT update the other terms. If you would like to deactivate this message for all terms, you must turn the message OFF for each term individually.

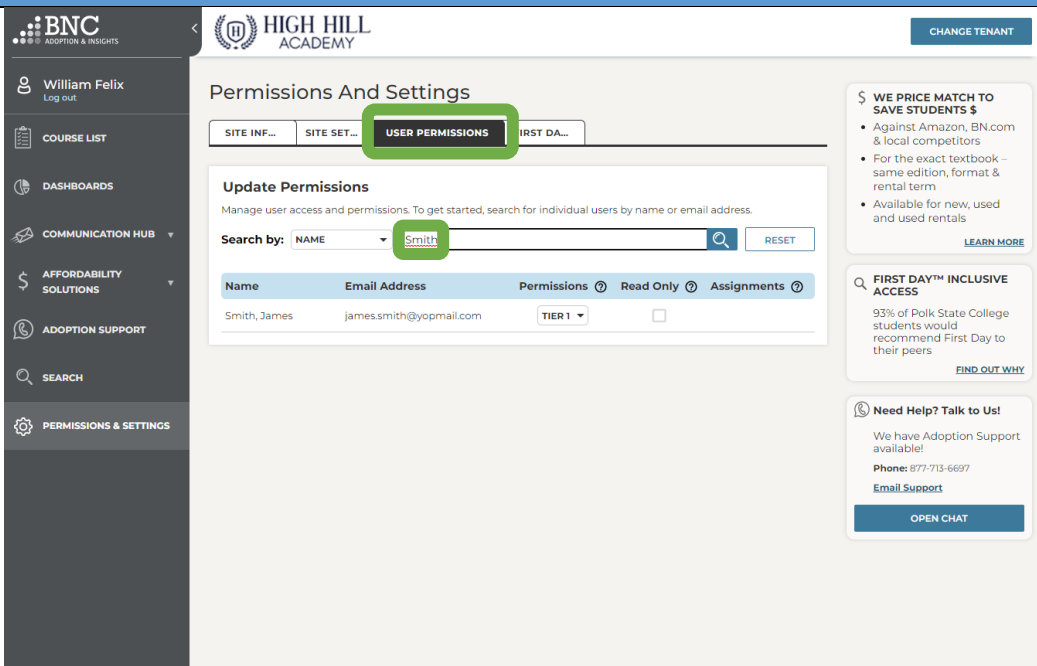
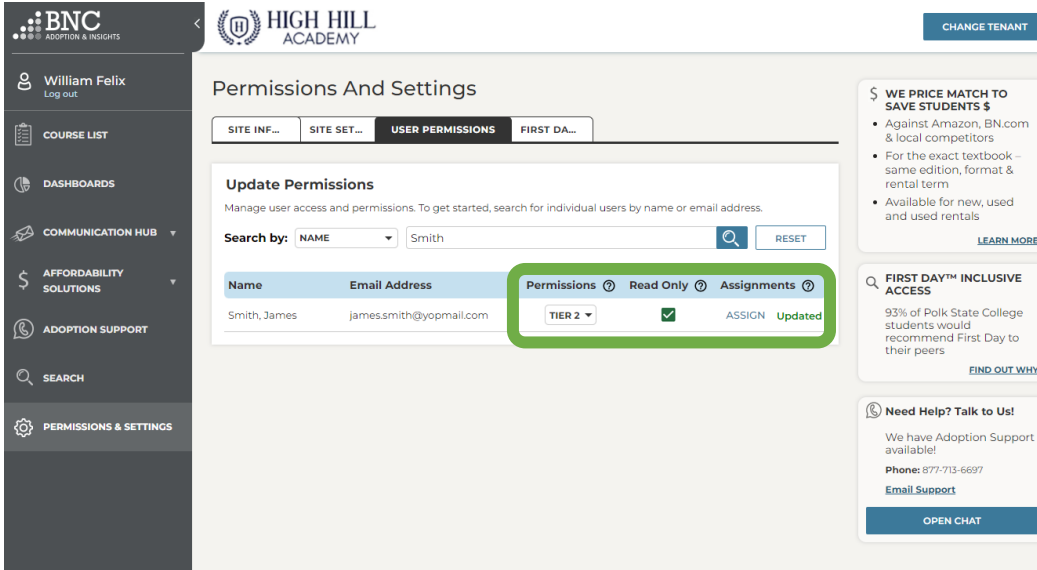
Updating User Permissions

Institutions can move all users between different permission levels to control their access to courses, insights, and communication within AIP. Bookstore managers and Tier 3 users will be able to move users between permission levels (tiers) directly in AIP to best support that user's role in the adoption cycle.

Step	Screen
1. Sign into AIP using your bookstore credentials.	
2. Select Permissions & Settings	

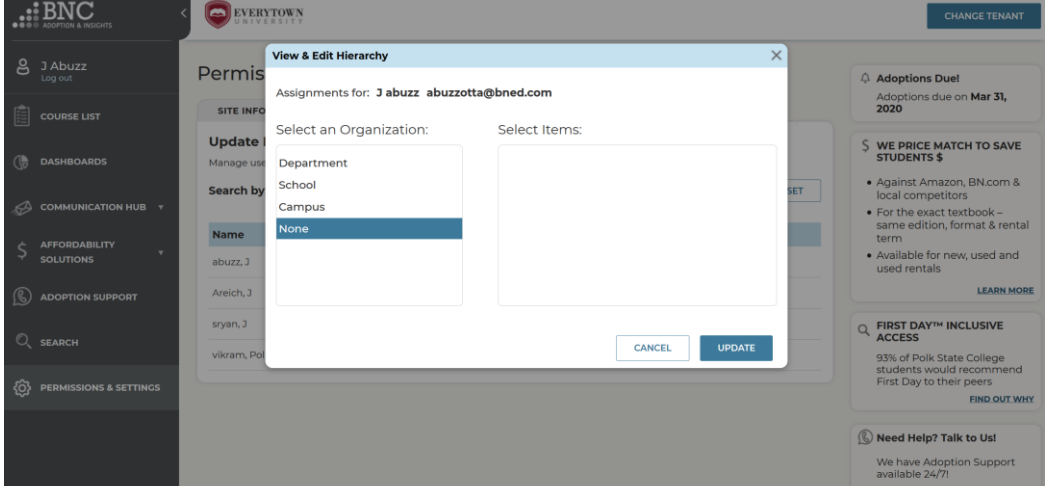
Adoption & Insights Portal

Store Guide

Step	Screen
<p>3. Select the User Permissions tab</p> <p>4. Search any user to update their permissions.</p>	 <p>The screenshot shows the BNC Adoption & Insights Portal interface. On the left is a sidebar with navigation options: William Felix (Log out), COURSE LIST, DASHBOARDS, COMMUNICATION HUB, AFFORDABILITY SOLUTIONS, ADOPTION SUPPORT, SEARCH, and PERMISSIONS & SETTINGS. The main content area is titled 'Permissions And Settings' and has three tabs: SITE INF..., SITE SET..., and USER PERMISSIONS (which is highlighted with a green box). Below the tabs is the 'Update Permissions' section, which includes a search bar with 'NAME' selected and 'Smith' entered. A table below the search bar lists user permissions for 'Smith, James' (james.smith@yopmail.com). The table has columns for Name, Email Address, Permissions (set to TIER 1), Read Only (unchecked), and Assignments (checked). On the right side of the screen, there are promotional banners for 'WE PRICE MATCH TO SAVE STUDENTS \$', 'FIRST DAY™ INCLUSIVE ACCESS', and 'Need Help? Talk to Us!'.</p>
<p>5. Using the dropdown menu, update a user to Tiers 1, 2, or 3.</p> <p>6. Click Assign to refine a user's access to only specific campuses, schools, or departments (Note: Only Tier 2 and Tier 3 users can be limited to specific campuses, schools, or departments)</p> <p>7. You can also check the "Read Only" box to limit the user to only view adotio</p>	 <p>This screenshot shows the same BNC Adoption & Insights Portal interface as the previous one, but with updates. The 'USER PERMISSIONS' tab is still selected. In the 'Update Permissions' section, the search bar still contains 'Smith'. The table below shows that the 'Permissions' for 'Smith, James' have been updated to 'TIER 2' (highlighted with a green box). The 'Read Only' checkbox is now checked, and the 'Assign' button is highlighted with a green box. The 'Assignments' column now shows 'Updated'. The right side of the screen remains the same with promotional banners.</p>

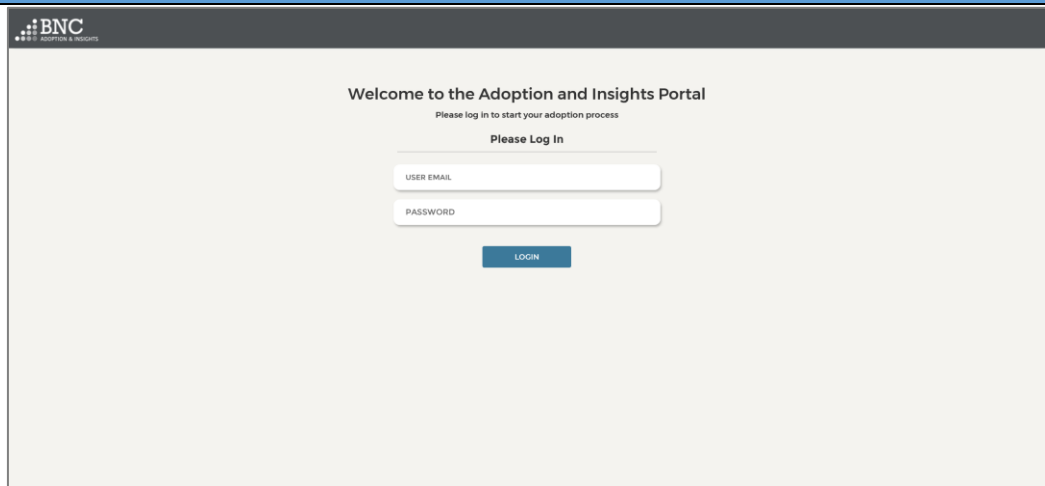
Adoption & Insights Portal

Store Guide

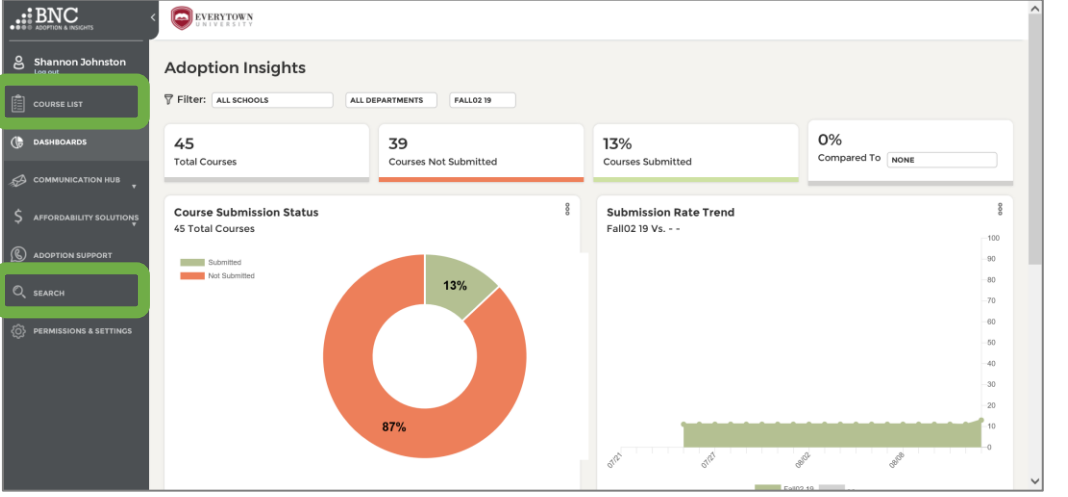
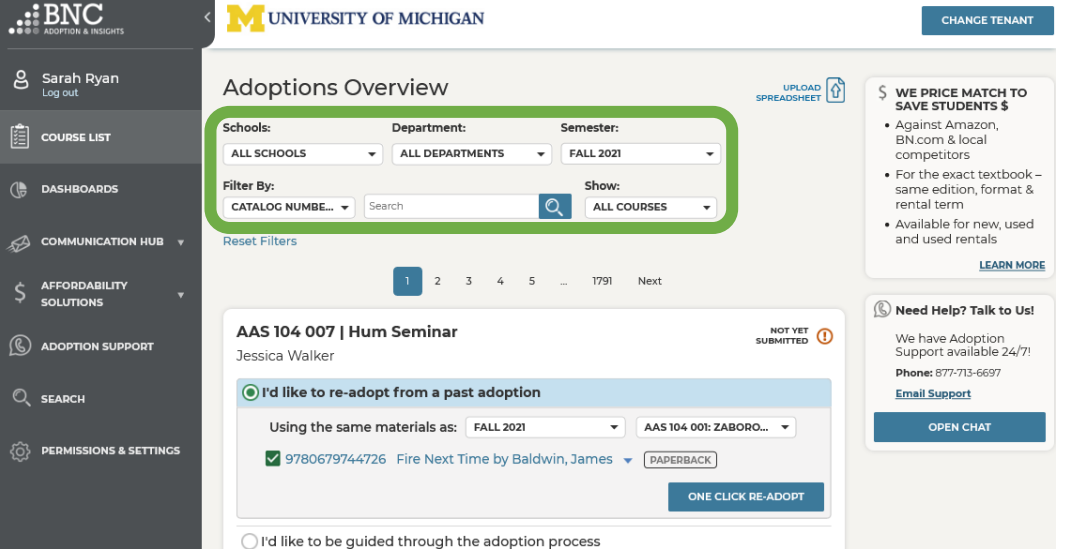
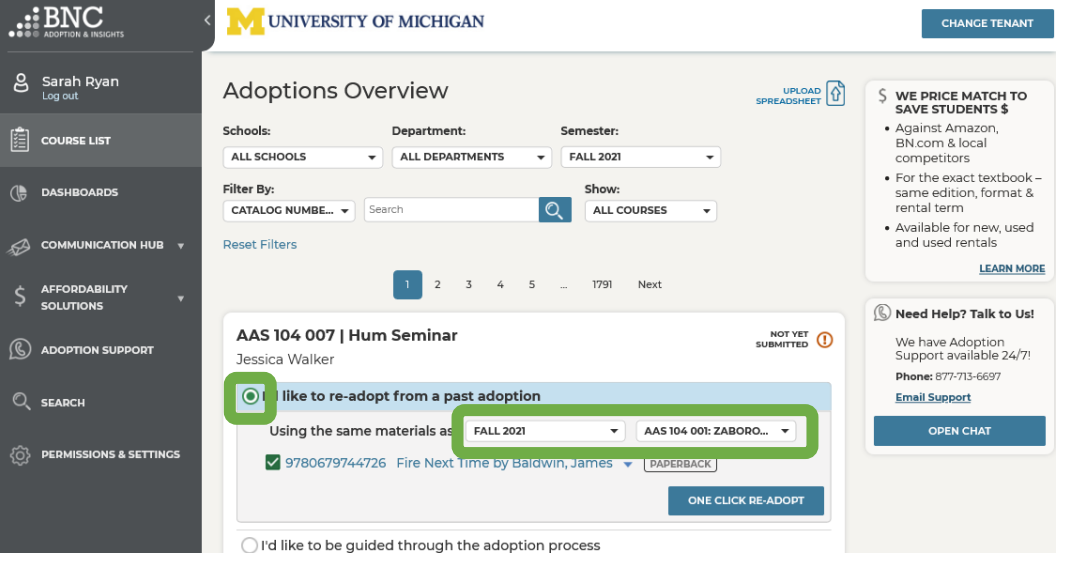
Step	Screen
8. Select which department, school, or campus and click Update to save changes. This user will now have the selected Tier access for only the chosen schools, departments, or campuses.	

Adding an Adoption for Faculty

The Adoptions and Insights Portal is the source for all adoptions. Adoptions should be added to AIP by faculty, department admins, or the bookstore textbook team. If a faculty member contacts the bookstore with an adoption the adoption should be entered into AIP to maintain the adoption integrity of the system. AIP will push the information to TA2 to allow the store to submit book orders.

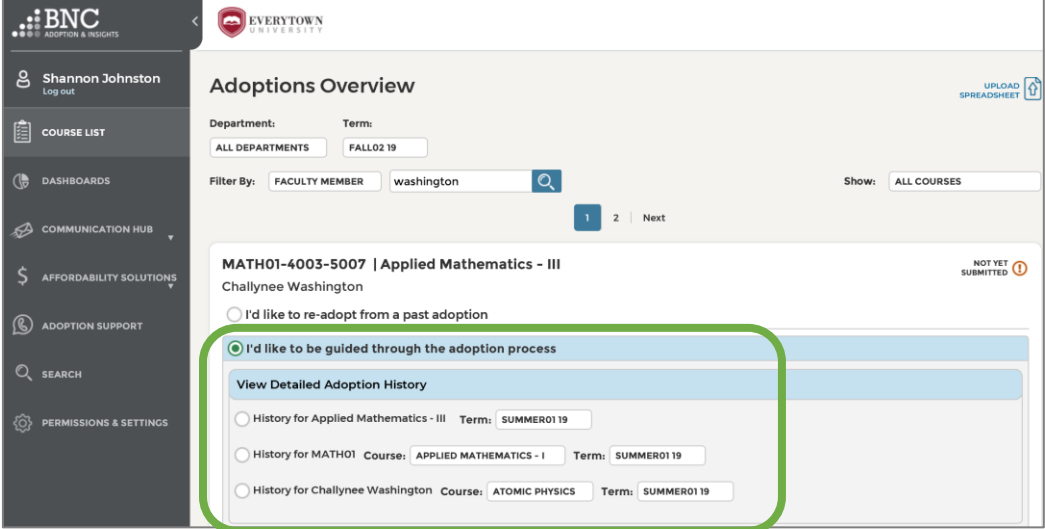
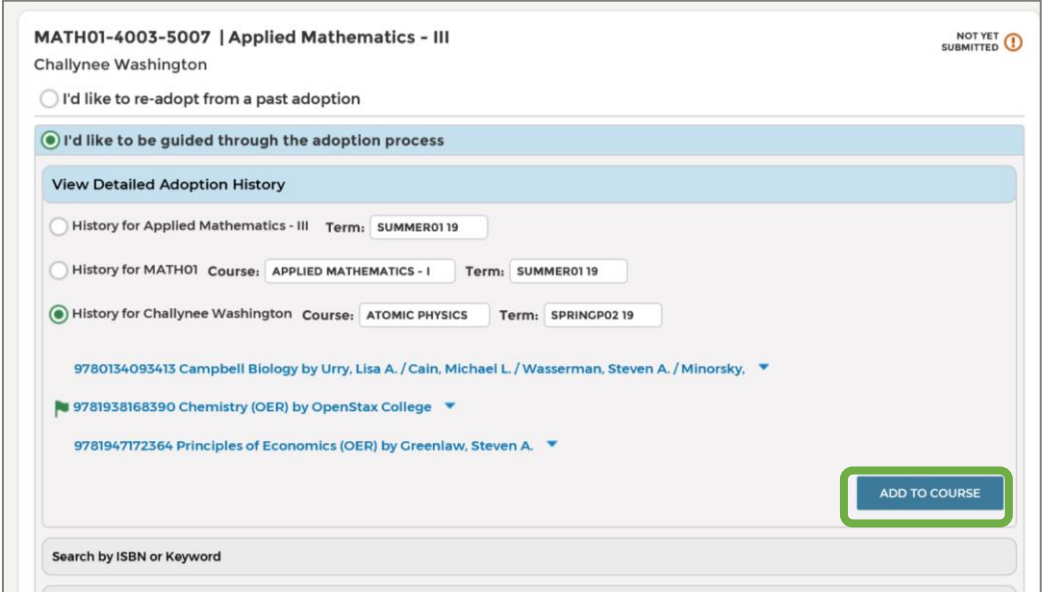
Step	Screen
9. Sign into AIP using your bookstore credentials.	

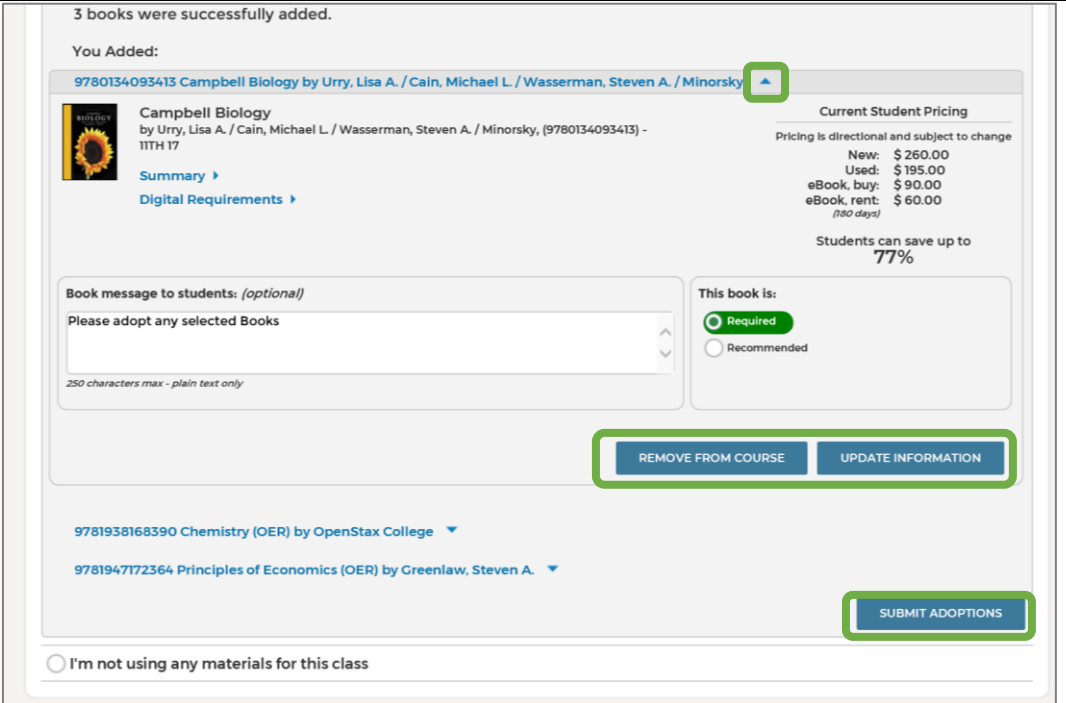
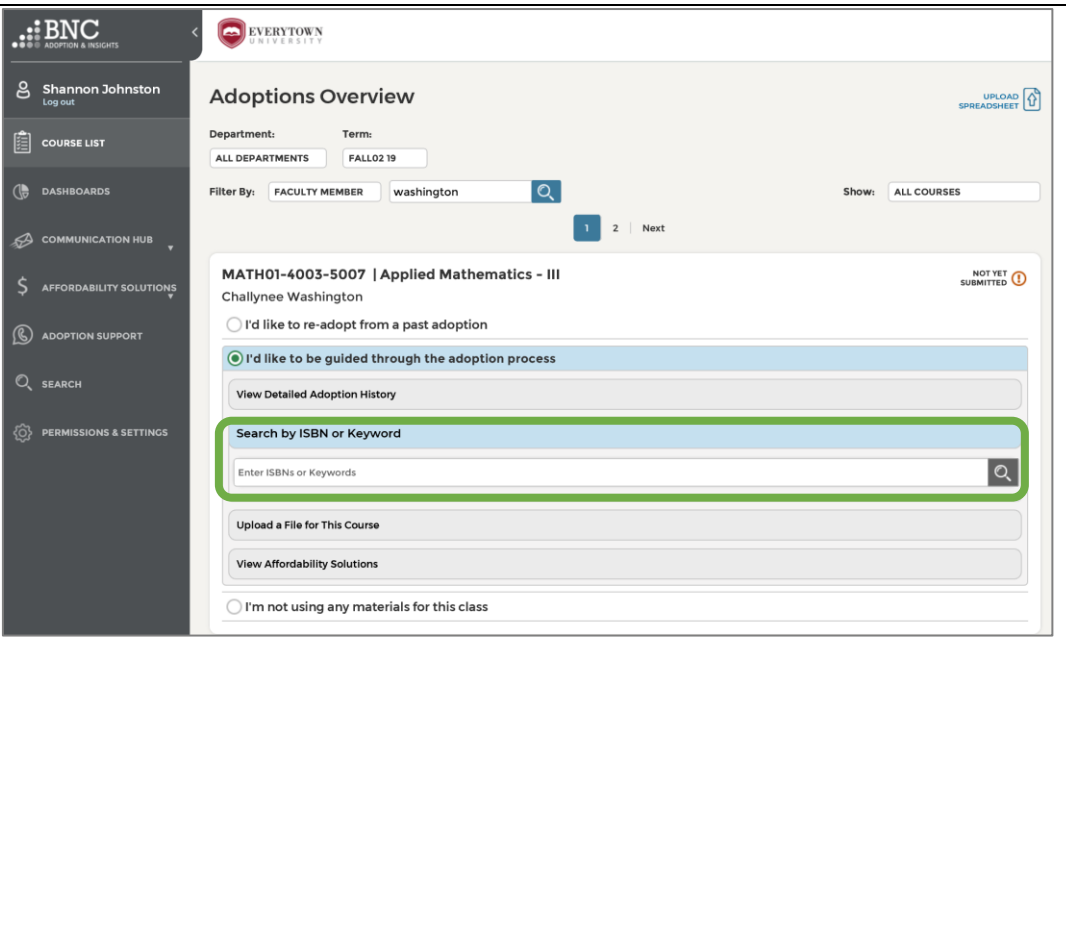
Adoption & Insights Portal Store Guide

Step	Screen
<p>To search for materials by keyword, title, or ISBN you can access the Course List or Search tool.</p> <p>To re-adopt from previous term, select Course List.</p> <p>10. Select Course List.</p>	
<p>11. Use the filters at the top of the screen to locate the specific Course or Faculty member to enter the adoption.</p> <p>The <i>Filter by</i> field allows you to search by Catalog Number/Course ID, Course Name, or Faculty Member Last Name.</p>	
<p>To use materials from a previous term.</p> <p>12. Select the radio button for re-adopting, then select a Term and Section to select the past term to re-adopt.</p> <p>If there is adoption history available, selecting the blue down arrows next to each textbook allows you to review each title, change adoption type (required or recommended) and leave notes for students on their</p>	

Adoption & Insights Portal

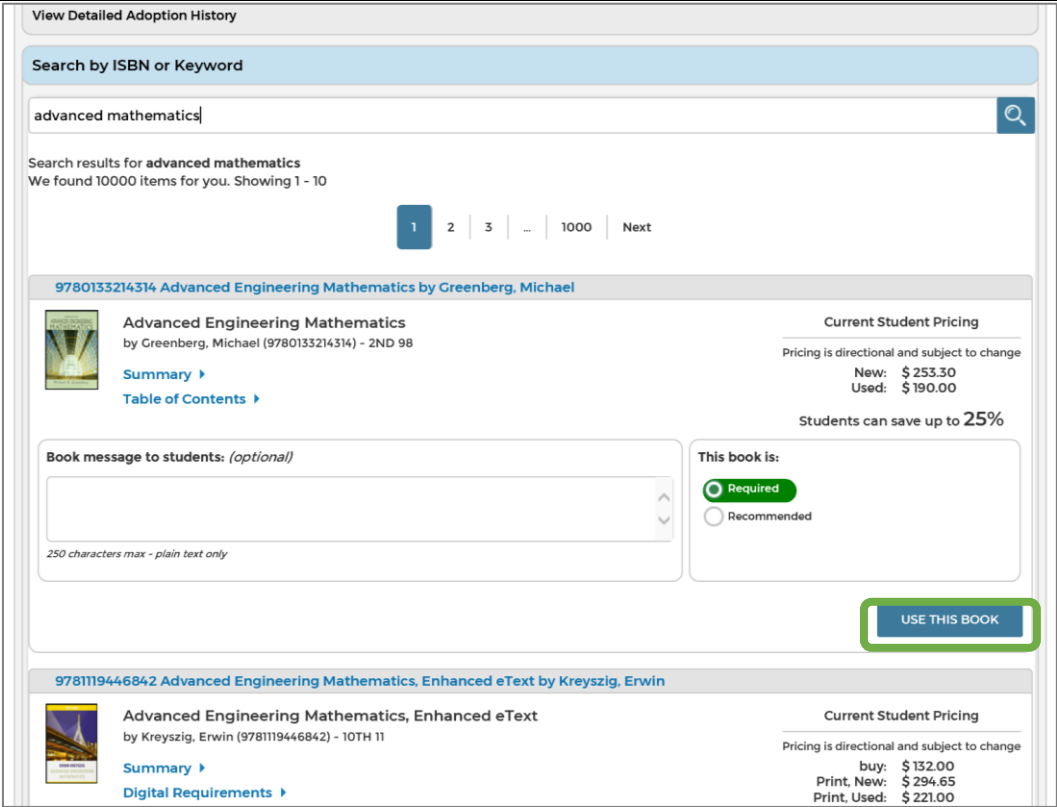
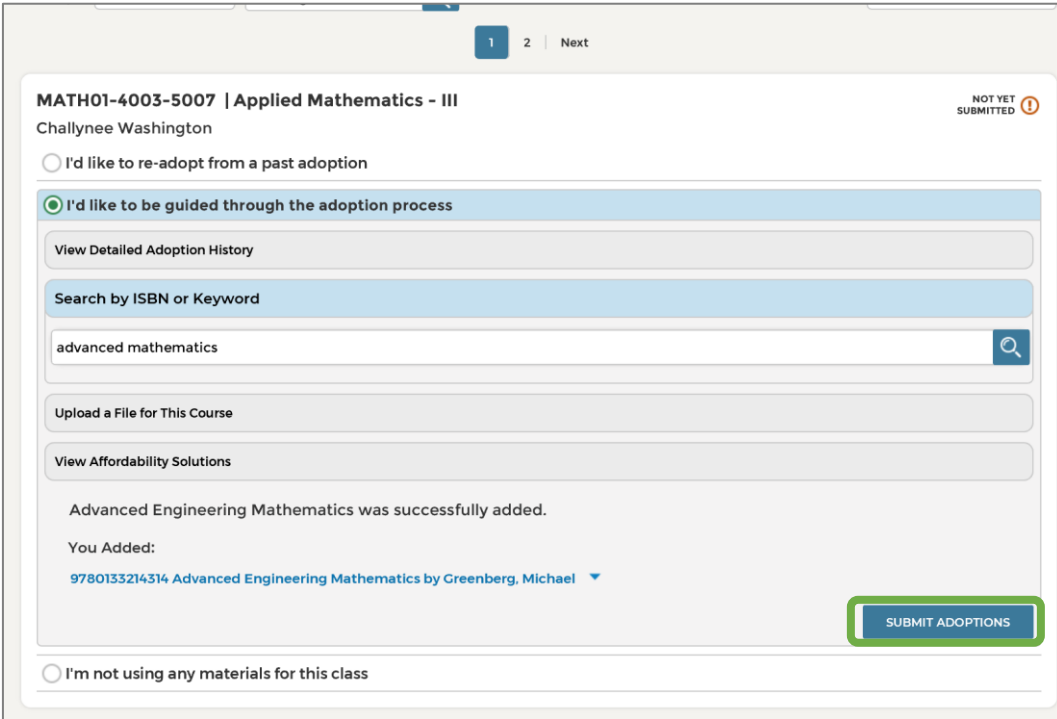
Store Guide

Step	Screen
<p>school website when selecting their books.</p> <p>13. Select One Click Re-Adopt to process the adoption. Only selected materials will be re-adopted</p>	
<p>To use materials from adoption history for course, term, or faculty member.</p> <p>14. Select the radio button for Guided Adoption Process.</p> <p>15. Select View Detailed Adoption history button.</p> <p>16. Select the applicable radio button to search by:</p> <ol style="list-style-type: none"> Course name and Term Course ID, course name, and term Faculty Member, Course, and Term <p>17. Select Add to Course button.</p>	 

Step	Screen
<p>18. Select the blue down arrow next to individual items to remove them from the course or update their individual adoption information.</p> <p>19. Once all changes have been made, select the Submit Adoptions button.</p>	 <p>3 books were successfully added.</p> <p>You Added:</p> <p>9780134093413 Campbell Biology by Urry, Lisa A. / Cain, Michael L. / Wasserman, Steven A. / Minorsky</p> <p>Campbell Biology by Urry, Lisa A. / Cain, Michael L. / Wasserman, Steven A. / Minorsky, (9780134093413) - 11TH 17</p> <p>Summary ▶ Digital Requirements ▶</p> <p>Current Student Pricing Pricing is directional and subject to change New: \$260.00 Used: \$195.00 eBook, buy: \$90.00 eBook, rent: \$60.00 (180 days) Students can save up to 77%</p> <p>Book message to students: (optional) Please adopt any selected Books 250 characters max - plain text only</p> <p>This book is: <input checked="" type="radio"/> Required <input type="radio"/> Recommended</p> <p>REMOVE FROM COURSE UPDATE INFORMATION</p> <p>9781938168390 Chemistry (OER) by OpenStax College ▼ 9781947172364 Principles of Economics (OER) by Greenlaw, Steven A. ▼</p> <p>SUBMIT ADOPTIONS</p> <p><input type="radio"/> I'm not using any materials for this class</p>
<p>To use materials with a known ISBN or keyword.</p> <p>20. Select the Search by ISBN or Keyword box.</p> <p>21. Type search terms into search field and hit Enter.</p> <p>Multiple options or the exact course material will return for you to add to the adoption.</p>	 <p>BNC ADOPTION & INSIGHTS</p> <p>EVERYTOWN UNIVERSITY</p> <p>Shannon Johnston Log out</p> <p>COURSE LIST</p> <p>DASHBOARDS</p> <p>COMMUNICATION HUB</p> <p>AFFORDABILITY SOLUTIONS</p> <p>ADOPTION SUPPORT</p> <p>SEARCH</p> <p>PERMISSIONS & SETTINGS</p> <p>Adoptions Overview</p> <p>Department: ALL DEPARTMENTS Term: FALL02 19</p> <p>Filter By: FACULTY MEMBER washington</p> <p>Show: ALL COURSES</p> <p>MATH01-4003-5007 Applied Mathematics - III Challynee Washington</p> <p><input type="radio"/> I'd like to re-adopt from a past adoption <input checked="" type="radio"/> I'd like to be guided through the adoption process</p> <p>View Detailed Adoption History</p> <p>Search by ISBN or Keyword</p> <p>Enter ISBNs or Keywords</p> <p>Upload a File for This Course</p> <p>View Affordability Solutions</p> <p><input type="radio"/> I'm not using any materials for this class</p>

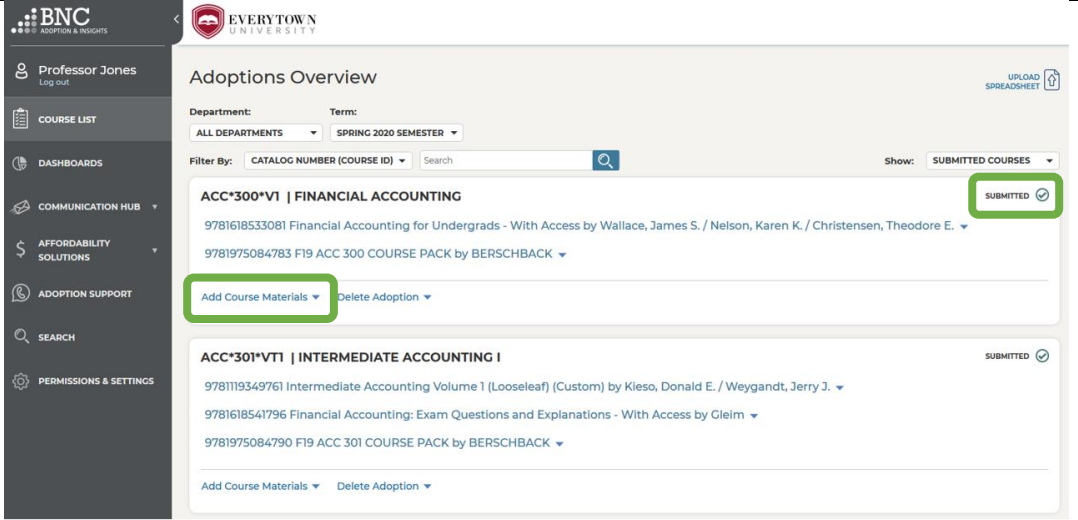
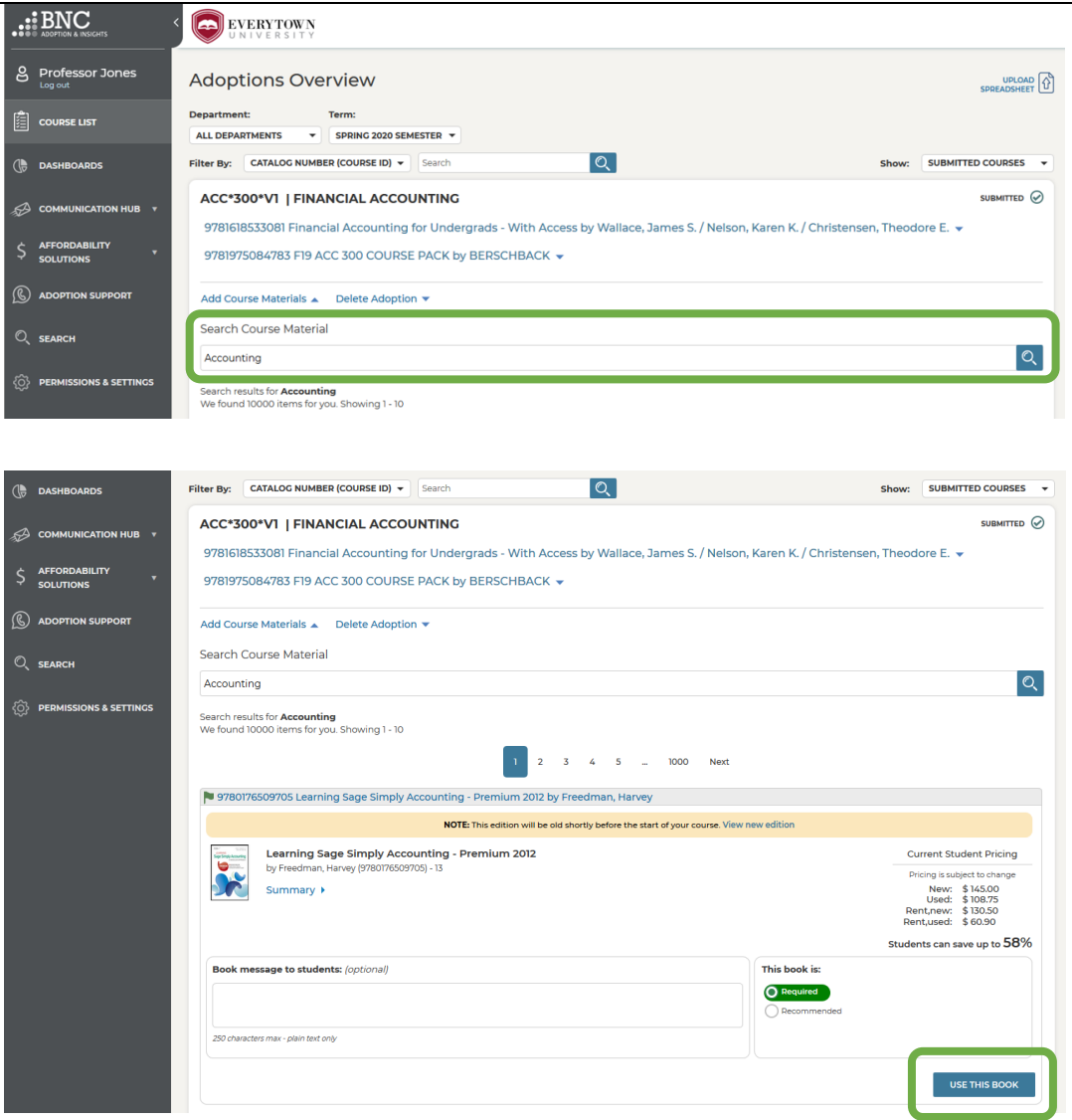
Adoption & Insights Portal

Store Guide

Step	Screen
<p>22. Select the Use This Book box.</p> <p>Note: Change the adoption type from Required to Recommended or add a note to students before selecting the book.</p>	
<p>23. Search for and select additional materials as needed by repeating the previous steps.</p>	
<p>24. Select Submit Adoptions button.</p>	

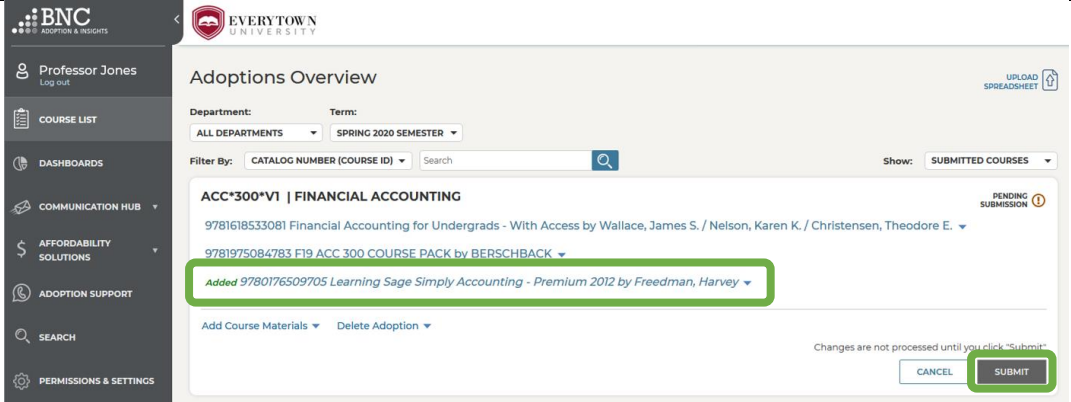
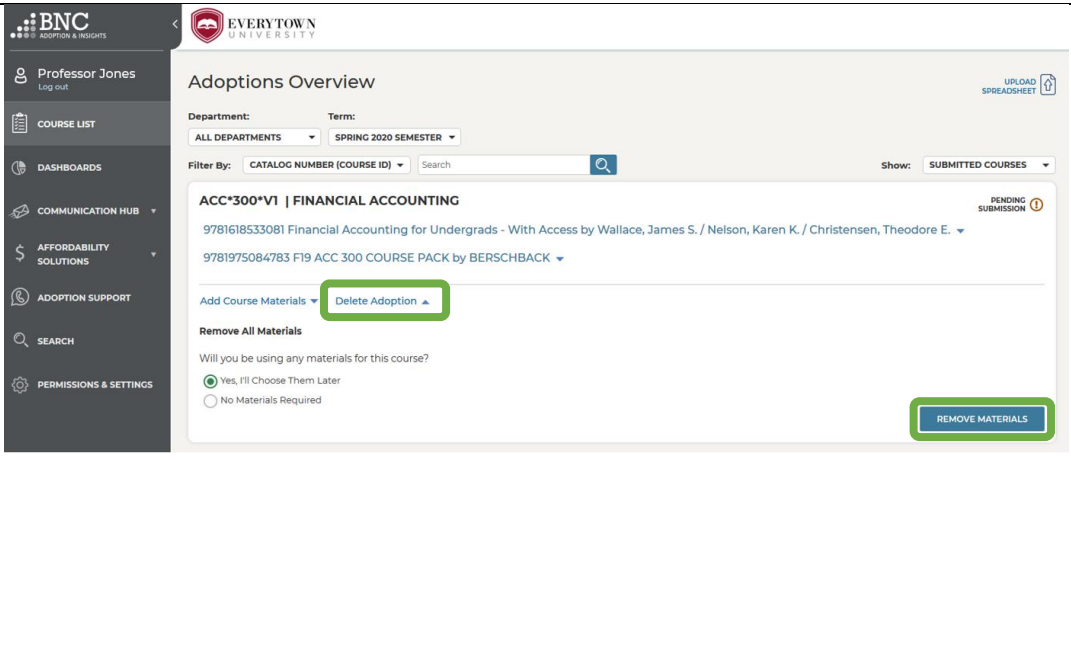
Adoption & Insights Portal

Store Guide

Step	Screen
<p>To edit an adoption after submitting.</p> <ol style="list-style-type: none"> Find the course in the course list, keeping in mind submitted courses appear at the bottom of the list Click “Add Course Materials” to add materials to this course 	 <p>The screenshot shows the 'Adoptions Overview' page for Professor Jones. It lists submitted courses for the Spring 2020 semester. The first course is 'ACC*300*V1 FINANCIAL ACCOUNTING', which is marked as 'SUBMITTED'. Below it, there are two course packs. The 'Add Course Materials' button is highlighted with a green box.</p>
<ol style="list-style-type: none"> Search by ISBN or keyword and add materials to the course Click “Use This Book” to add it to your course. 	 <p>The top screenshot shows the search results for 'Accounting'. The search bar is highlighted with a green box, and the results show 10,000 items. The bottom screenshot shows the details for 'Learning Sage Simply Accounting - Premium 2012'. The 'USE THIS BOOK' button is highlighted with a green box.</p>

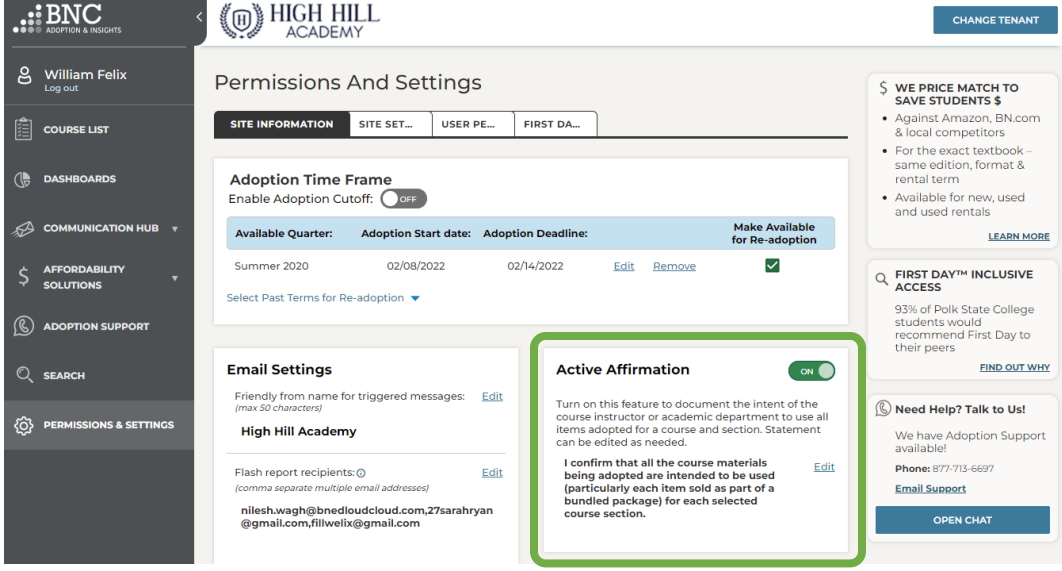
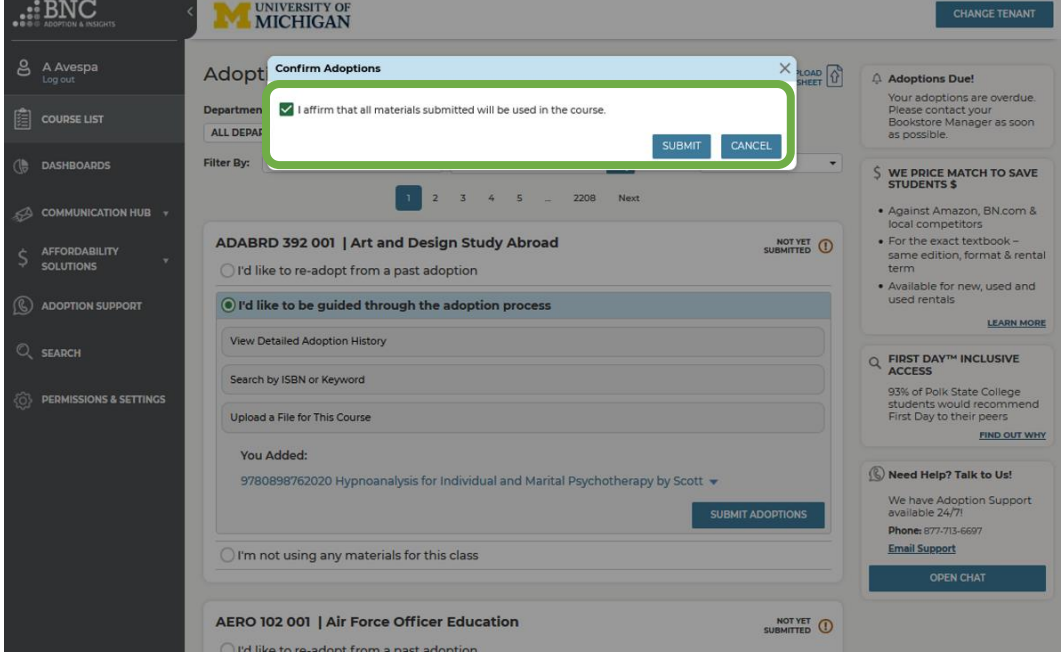
Adoption & Insights Portal

Store Guide

Step	Screen
<ol style="list-style-type: none"> You will see added materials with a green indicator Click "Submit" to save changes. 	 <p>The screenshot shows the 'Adoptions Overview' page for Professor Jones. The left sidebar contains navigation links: COURSE LIST, DASHBOARDS, COMMUNICATION HUB, AFFORDABILITY SOLUTIONS, ADOPTION SUPPORT, SEARCH, and PERMISSIONS & SETTINGS. The main content area displays a list of materials for the course 'ACC*300*V1 FINANCIAL ACCOUNTING'. A material 'Added 9780176509705 Learning Sage Simply Accounting - Premium 2012 by Freedman, Harvey' is highlighted with a green box. The 'SUBMIT' button is also highlighted with a green box.</p>
<p>To delete materials and start over.</p> <ol style="list-style-type: none"> Click "Delete Adoption" Select "Yes, I'll Choose Them Later" if you wish to use other materials for this course Select "No Materials Required" if you do not wish to use any course materials Click "Remove Materials" to save changes. 	 <p>The screenshot shows the 'Adoptions Overview' page for Professor Jones. The left sidebar contains navigation links: COURSE LIST, DASHBOARDS, COMMUNICATION HUB, AFFORDABILITY SOLUTIONS, ADOPTION SUPPORT, SEARCH, and PERMISSIONS & SETTINGS. The main content area displays a list of materials for the course 'ACC*300*V1 FINANCIAL ACCOUNTING'. The 'Delete Adoption' button is highlighted with a green box. The 'REMOVE MATERIALS' button is also highlighted with a green box.</p>

Active Affirmation

Some states require that faculty responsible for submitting adoptions affirm that all materials they submit will be used in their course section.

Step	Screen
<ol style="list-style-type: none"> On the Permissions & Settings page, scroll down to the Active Affirmation section Clicking "Edit" will allow you to change the message to match your state's requirements 	
<ol style="list-style-type: none"> When faculty submit adoptions, they will now see this message and must check a box confirming all their materials will be used in their course sections 	

Adoption & Insights Portal

Store Guide

Step	Screen
4. In the Dashboards, administration can view a report of affirmations in the Department Summary – Submitted courses table	

Adoption Change Justification

Step	Screen
<p>1. Click on the toggle to enable Change Justification in AIP. Click “Edit” to customize the message for your institution</p> <p>2. Once activated, various change justifications can be shown in the dropdown menu, use the toggles to customize the reasons.</p>	

Frequently Asked Questions (FAQs)

Transitioning to AIP

Timing

How long will it take to make the transition to AIP from FacultyEnlight or Course Director?

While the transition will be different for every institution, it will take approximately 4-8 weeks in total. The first 4-6 weeks in the process are typically focused around SIS Roster Export set-up. Once that milestone is completed, the remaining time is for AIP set-up and configuration.

How many labor hours will the campus IT team need to commit to the launch of AIP?

Labor hours would vary based upon the resources that the IT team on campus will dedicate to the project. To get an overview of the timeframe and labor hours needed, please review the AIP Simple Onboarding Plan in the AIP Resources OneDrive folder to get a high-level overview of dates and milestones.

Cutover

When the transition occurs, will users still have access to FacultyEnlight or Course Director?

No, after the transition occurs, users will NOT have access to FacultyEnlight or Course Director.

Are users automatically redirected from FacultyEnlight once AIP is live?

No, the school's FE account is disabled. Users can still log-in but won't see the school listed in their profile.

If the school refuses to move forward with sharing SIS files, will we still have FacultyEnlight or Course Director available for the adoption process? If not, when is it going away?

BNC: No, FacultyEnlight will be sunsetted in December 2020.

MBS: Currently, there is no hard date for sunsetting Course Director.

If LMS integration was never launched for a school, will that affect the transition to AIP at all?

Not having an LMS integration has no impact on launching AIP.

Adoption History

Will adoption history be available within AIP at transition?

BNC: For existing customers, historical adoption history will be available within AIP as it is carried over from TA2. Schools will need to provide a one-time export of historical SIS data in order to utilize full functionality of the portal. Details are included in the *SIS Roster Export Overview*.

MBS: Wherever possible, historical adoption data will be available in AIP. However, there may be instances where it is not possible due to data complications. In those instances, the current term's adoption data will be uploaded so the school can use the one click re-adopt feature for future terms.

Does AIP pull adoption history from TA2 or from their previous adoption submissions within AIP?

BNC: History can come from several sources, including:

1. Two years of historical data requested as part of the SIS Roster Export set-up
2. TA2 which includes adoptions submitted in FacultyEnlight previously
3. AIP, for courses submitted in AIP during previous adoption periods

MBS: History comes from a file conversion of data from OP and Course Director.

User Access

What users at an institution should have access to AIP?

AIP was created for users responsible for **submitting course adoptions** or **monitoring adoption submission** at an institution. Each institution can determine who should access AIP and what their permission level should be. Here are some common user roles which might need AIP access:

- For submitting adoptions: faculty, department administrators, department leaders or heads
- For monitoring adoption submissions: department heads, deans, academic leadership such as provost, VP of Academic Affairs, etc., members of Textbook Affordability groups or committees
- Bookstore Managers and Textbook Managers should also have access

Who is the academic leader at an institution?

The academic leader is whomever the campus designates.

Will users have different permission levels?

Yes, each user type will have a different permission level which differs based on how they will use AIP. AIP has a tier-based permission system comprising of three tiers. A higher tier has access to all the features of the tier below it. An overview of the three tiers is provided below.

- **Tier 1:** For general users (i.e. faculty) who are entering adoption information.
 - Offers access to the following features: Course List, Affordability Solutions, Adoption Support, Search, and Chat.
- **Tier 2:** For supervisors of the users entering adoptions (i.e. department administrators, department heads, etc.)
 - Offers access to all tier 1 features as well as: bulk upload on course list, campus and department dropdowns on Course List, Insights Dashboard
- **Tier 3:** For Provost and Bookstore Manager
 - Offers access to all tier 1 and tier 2 features as well as: Timing & Triggers, On Demand Messaging, Site Messaging, and Permissions & Settings

Can an admin view their professors' courses within AIP? Or can only the person listed as the instructor view those courses?

Yes, an admin will have the appropriate permissions to view courses for their professors.

Who set-ups the user permissions?

User permissions are determined by the user role in the institution's SIS. If a user is a faculty in the institution's SIS, they will be a Tier 1 user in AIP. If a user is an admin in the institution's SIS, they will be a Tier 2 user. If changes are required to user permissions, Tier 3 users can update permissions via the "User Permissions" tab on the Permissions & Settings page, or contact Customer Care.

How are user permissions set-up within AIP?

A Tier 3 user can determine and manage permissions. These permissions should be set during onboarding, but can be made at any time in the platform. Any changes or additional users can be made by Tier 3 users on the User Permissions tab in the Permissions & Settings page.

How do I delete or downgrade a user's permissions?

Tier 3 users can update permissions via the "User Permissions" tab on the Permissions & Settings page, or contact Customer Care.

How is AIP accessed by users at an institution?

AIP is integrated with the institution's Single Sign On (SSO) technology. A link to AIP will be available within the institution's SIS or LMS (depending on their preference). Faculty and administration will be able to click on the link and be authenticated with their institution credentials. If a user is not in the provided SIS data, they will default to a Tier 1 user with no assigned courses. The bookstore manager can then update the user's permissions from the User Permissions tab.

How does a user reset their password?

Since AIP is integrated with the institution's SSO technology, there is no need for a separate AIP password. If a user needs to reset their password for their SSO login, they should do so through their institution.

Configuration & Set-up

What information needs to be set-up prior to the transition to / launch on AIP?

As an institution prepares to launch on AIP, there are **site information**, **site settings** and **user mapping configurations** which need to be set-up. Most of these settings need to be configured only once. To get started, visit the Permissions & Settings page within AIP.

What information needs to be configured every academic term?

For each academic term, an adoption collection period should be set-up.

Will all adoption history be in the system?

If available, AIP can access adoption history for up to the past two years if the institution has been a partner BNC institution.

How do I set-up adoption collection periods?

On the Permissions & Settings page, view the 'Site Information' tab. Terms are pulled in automatically from the institution's SIS integration. Once a term appears in this list, the Adoption Start and Adoption Deadline dates can be set or edited here. These dates can only be edited by users with Tier 3 permissions.

How should I determine the Adoption Start and Adoption Deadline dates?

When determining the Adoption Start and Adoption Deadline dates, first consider when you would like to start receiving adoptions from users for the given term. Enter that date as the Adoption Start date.

For the Adoption Deadline date, enter the date by when you would ideally like to receive 100% of adoptions. Consider:

- Creating a buffer so that if you have time to follow-up with users who might miss the adoption deadline. For example, if you would like to receive all adoptions by June 15th, consider using June 1st as the Adoption Deadline date.
- Give users a reasonable amount of time to research and submit their adoptions. **We recommend creating an adoption period that is 30 days or longer.** If you create an adoption collection period that is shorter than 30 days, users may receive automated email reminders every few days. In certain cases, some automated emails may be automatically disabled if the adoption collection period is very short.

These are only suggested considerations. Use your discretion and your knowledge of the institution to determine the best dates.

If academic administrators elect to not engage with AIP as far as setting up faculty communication, can the bookstore team set communication dates and timelines?

Yes, the Bookstore Manager can set the Adoption Start Date and Adoption Deadline date to trigger automated emails to faculty members to start the adoption process.

How do the Adoption Start and Adoption Deadline dates impact a user's ability to submit adoptions?

Once the Adoption Start date is reached for an active term, users can begin submitting their course adoptions. They will be notified via an automated email.

Users may submit adoptions prior to the adoption start date. If they are viewing the course list for a future term, they will see a message letting them know that the adoption start date is in the future. AIP does not lock or prohibit adoptions from being submitted. This date is primarily used to create urgency to compel users to research and submit their adoptions in a timely manner.

How do the Adoption Start and Adoption Deadline dates impact the automated emails?

The automated emails are scheduled to send at various points during the Adoption Collection Period.

- The first email (Adoptions Open Notice) is triggered by the Adoption Start date being reached.
- Reminder emails are sent at various points between the Adoption Start and Adoption Deadline dates.
- Once the Adoption Deadline date has passed, the Adoptions Overdue Notice is sent as a final notification to users who have not submitted all their course adoptions.

Are the Adoption Start and Adoption Deadline dates set up in AIP automatically after an updated enrollment file is processed?

BNC: No, these dates are not set-up automatically in AIP. Once a term is active in TA2, the adoption dates can be set in AIP.

MBS: No, these dates are not set-up automatically in AIP. Once a term is active it can be set manually within AIP.

How is adoption history accessed?

Select the 'I'd like to be guided through the adoption process' option and then 'View Detailed Adoption History'. From here, you can view your own adoption history by course.

An upcoming term is not displaying on AIP. How do I get an upcoming term activated?

The first thing to do is check TA2. Make sure that the term has everything set up that is normally needed for it to display on the web: term dates entered, Web Flag set to activate the term for the web, and at least one course created. Allow 48 hours for these changes to update AIP. You should also confirm if the term is coming through the Course Enrollment file generated from the SIS feed. If it is not there, the term is most likely not being sent in the SIS Feed by the campus. Reach out to the campus SIS Administrator to have the term added to the SIS Feed. Once the campus adds it, contact AIPSupport@bncservices.com if the term continues not to display.

Site & Email Customizations

What can be customized within AIP?

Certain site information can be customized from the Permissions & Settings page by accessing the 'Site Information' and 'Site Settings' tabs. Here is an overview of what can be customized on AIP.

- Terminology
 - How the institution defines a term (i.e. term, semester, quarter, etc.)
 - How the institution defines a campus (i.e. campus, school, institution, etc.)
 - How the institution defines instructors (i.e. instructor, professor, faculty, etc.)

Note: the terminology configured for each of these three elements should be the singular form of the word. For example, input 'professor' not 'professors'

- Bookstore Manager Information
 - Enter name, email and phone number of the Bookstore Manager
- Institution Information
 - Enter the institution's name
- Site Settings
 - Turn On/Off certain pages within the Affordability Solutions section of AIP.
 - First Day Inclusive Access
 - Course Pack Creation
 - BNC OER+

Can the automated emails sent by AIP be customized?

At this time, limited elements of the automated emails can be customized. Go to the Permissions & Settings page and select the 'Site Information' tab. Scroll down to 'Email Settings.' Here you can customize the following elements which will affect the automated email messages:

- Friendly From
 - When an automated email message is sent by AIP to your instructors, this is the name which the email appears to come from. This name is also used in the email sign-off.
 - We recommend that you use your institution's name, but you can also use an individual's name such as the Provost or Bookstore Manager.

Note: There is a 50-character limit.

- Flash Report recipients
 - Enter the email addresses of those people who should receive the Flash Report. You can enter multiple email addresses by separating them with a comma or semicolon. A user does not need to have access to AIP in order to receive the Flash Report.

Adoption Submissions

Does AIP prevent other users from adoption for courses that are not assigned to them?

Yes, faculty members and/or instructors will only see courses assigned to them. However, admins and other higher permissioned user roles have the ability to submit adoptions for courses not assigned to them.

How can I look up the adoptions which a user has already submitted?

Tier 1 users can review their submitted adoptions from their course list. When logged in as a Tier 2 or above user, users can review all submitted adoptions across the institution. The user can use the search feature or filters to find a specific course adoption.

How can I edit or delete an adoption which a user has already submitted?

A user can edit or delete an adoption from the Course List page. Find the submitted course on the course list and select the individual course materials you want to edit or delete by selecting the arrow to the right of the title. Users can also add or delete materials directly in AIP using the buttons on the bottom of each submitted course.

Does AIP support administrators creating a list of available textbooks for part-time faculty to choose from when submitting their adoptions?

AIP does not support a list of available textbooks for faculty to choose from. However, within AIP, administrators can reference previous term adoptions with the one click re-adopt feature. Alternatively, administrators have the option to submit adoptions on behalf of their faculty.

Can we send a list of adoptions from AIP to our competitors?

This functionality isn't supported by AIP at this time, but we can provide a work-around to support the need.

How do I add an item to my adoptions that is not an actual book?

In the Search box, you can search for non-book materials and add those to your course. If the item could not be found in our database, you may request the book be added. To make this request, click on the link provided on the 'No Results Found' page. Complete the required fields and then click the 'Add Title' button to submit this material to the Bookstore Manager.

I teach across multiple [campuses]. How does the Adoption & Insights Portal solve for this?

Your Course List within the portal is centered around you, not the course. All your assigned courses, regardless of [campus], will be visible in your Course List.

If a title is not found, how can it be adopted?

When there are no results, the faculty member is prompted with a message to provide the Title, Author, Publisher, ISBN, Edition, and Format for the book they would like to add to the course.

If a faculty member wants students to choose from a list of titles, do they select Required or Recommended?

Faculty should select "Required" for the list of books they want in their "Go To Class First" list, but in the notes section on the Review/Submit Order page, they should specify that this is a "Go To Class First" list. Since these adoptions will flow into TA2 as "Required", the bookstore staff will have to make edits within TA2 by changing the adoption to "Go To Class First" and include any comparable TA2 book note(s).

SIS Data

How long will it take for an adoption entered in AIP to appear in TA2?

Between 1.5 hours and 25.5 hours. Example: An adoption entered in AIP on a Monday afternoon will be in TA2 the start of business Tuesday.

How long will it take for an adoption entered in AIP to appear in MBS Course Director?

Up to 6 hours (AIP exports data to MBS Course Director four times a day).

How long will it take an adoption entered in TA2 to appear in AIP?

Between 23.5 hours and 48.5 hours. Example: An adoption entered during business hours on a Monday in TA2 will be available in AIP at the start of business on a Wednesday.

How long will it take for a SIS update to be reflected in AIP?

Between 11.5 hours and 36.5 hours. Example: SIS changes made during business hours on a Monday would be available in AIP start of business Wednesday.

How will updates to the course file be handled and by whom?

BNC: Course file updates will still need to be submitted by the existing process to TA2.

MBS: The school provides a daily feed from the SIS which imports into AIP and updates courses accordingly. The information from the initial feed is passed into OP and automatically updated. Any course additions after that point will be handled manually in OP by the Account Manager upon receiving notification from the instructor.

Will there be reporting available to show courses that were removed?

BNC: No, changes to the data are not reported out. You should refer to TA2 to manually view courses that are cancelled and/or removed.

MBS: No, changes to the data are not reported out. We receive a daily feed from the school's SIS which imports into AIP. Courses are added/removed from AIP based on this file. If courses were already submitted and are in OP, then these need to be manually removed from OP.

Does the SIS information provided for AIP include non-credit and credit hour courses? If non-credit hour courses are included, will those courses show in AIP?

BNC receives all courses in the SIS data, including non-credit hour courses and these will show in AIP.

When there are changes in the SIS, is AIP automatically updated?

Yes.

If courses have been cancelled, will those update automatically in AIP?

BNC: Cancelled classes will be automatically removed from AIP by ingestion of the updated SIS data. Cancelled classes will have to be removed manually from TA2.

MBS: Cancelled courses will be automatically removed from AIP by ingestion of the updated SIS data. Cancelled courses will have to be manually removed from OP.

Is the data required in the SIS Roster Export the same information needed for AIP and First Day?

Yes, we have one SIS Roster Export specification for all products.

Are adoptions identified by the instructor or by the section number? If the adoption is identified by the instructor, will stores be notified if the instructor is changed and will the section/adoption have to be switched?

In AIP, you can see both course and section information AND instructor name. You can search by both fields. A faculty (Tier 1 user) will only see the courses they are assigned to. Currently, there is no notification when a faculty assignment is updated, but it would automatically change in AIP after the updated files are processed.

Are stores notified if sections are changed?

No, at this time stores are not notified when sections are changed.

Email Communications

Can the automated emails be deactivated or turned off?

Yes, the automated emails can be turned off. To turn off the messages, go to the Timing & Triggers page within the Communication Hub.

1. Select the email you would like to turn off and click on the downward arrow.
2. Click on the ON toggle.
3. The toggle will change to OFF when you have deactivated the email.

If you wish to deactivate all messages, follow these steps for each email message.

Notes:

- Deactivating an email will turn it off for ALL users. If you wish to reactivate an email, follow the steps above to change the toggle from OFF to ON.
- You can use the Term drop-down menu to review automated messages by term. Changing the toggle to OFF for one term will NOT update the other terms. If you would like to deactivate this message for all terms, you must turn the message OFF for each term individually.

Can an institution customize the content of these automated emails?

Currently, only the From Name can be customized by the institution. The email content was carefully written to provide personalized, timely reminders to users responsible for submitting adoptions.

If you have suggested changes to the email messages, submit those to the BNED Product Development team for consideration.

Can an institution adjust the timing of these automated emails?

The timing of the *Adoption Flash Report* can be adjusted from the Timing & Triggers page of the Communication Hub. Currently, the timing of the other automated emails cannot be adjusted. The timing is determined based on the Adoption Start date, Adoption Deadline date and Term Start dates entered for a given term on the Permissions & Settings page.

What email address and name do the automated emails come from?

The From Name is customizable by a tier 3 user. See [Site & Email Customizations](#) for more information. The email address that the automated emails are sent from is:

adoptions@adopt.bncollege.com

Does the institution need to whitelist AIP as a permitted sender?

To ensure that both automated and on-demand emails from AIP are delivered to recipients, the institution's IT group should whitelist AIP's IP addresses and from domain. That information is provided below.

- Email IP: 66.231.88.146, 66.231.88.82
- Email sending domain: email.bncollege.com

Other Related domains:

- *Click.email.bncollege.com*
- *View.email.bncollege.com*
- *Image.email.bncollege.com*

Does turning off the automated emails have any effect on the On-Demand Communications feature?

No, the On-Demand Communications feature is independent of the automated email messages. If the automated emails are turned off, users (with the appropriate permissions) can still send messages on demand.

Can an email sent on-demand be customized?

At this time, the Reminders sent from the On-Demand page cannot be customized by the sender. In a future release, we will allow for edits. If a user selects the 'A Message I Compose', they can write their own message entirely. The message can only be text based and cannot include images, links or attachments.

Can I opt-out of the automated email reminders?

These reminders are sent to assist you with adhering to adoption submission deadlines for compliance. Therefore, you cannot opt-out of these reminders.

Adoption Insights

Who will have access to the dashboard?

Access will be based on permission settings.

What is the Estimated Student Price?

If a book has been sold locally, the estimated student price is the price it was sold for on your campus, from last receipt. If a book hasn't been adopted locally, the estimated student price comes from the MBS database. Users must be logged in to view local prices.

How does AIP fit in with my campus's commitment to affordability?

AIP allows faculty to identify which titles are available in various formats for their students, including OER. Every title will display available formats and prices, allowing them to make the decision to adopt materials that may be more affordable for their students.

Who will have access to the dashboard?

Tier 2 users and above have access to the dashboard.

How many previous terms will be available to view in the dashboard?

Terms that started and/or completed during the previous 24 months (if 24 months of data is available).

What will the filter options be?

The term filter will be based on the 24 month threshold, and the other filters will be based on permissions.

How do the filter options change the dashboard?

When the filters are changed, the visualizations and tables will update accordingly.

What is the source of the data shown in the dashboard?

Course level data is originally sourced from the Student Information System (SIS). Certain data points (i.e. course status) are updated and affected by actions taken within AIP.

How do you download the underlying data for the visualizations?

Click on the 3 dots in the upper right hand corner of the visualization and select download. This will generate a csv file with the data.

How do you share the visualization?

Click on the 3 dots in the upper right hand corner of the visualization and select Share Report. You can then select to share the report with users associated with the courses based on the dashboard filter or enter one or multiple email address manually.

Technical & Non-Technical Support

Who should be contacted if a Bookstore has questions?

Bookstores can email internal questions to AIPsupport@bncservices.com and someone will respond.

What browser is supported with AIP?

The Adoption & Insights Portal is a web-based portal that requires an internet connection and an updated web browser. Here are system and software recommendations for the best web experience:

Operating system:

- Windows Vista or earlier
- Mac OS X 10.8 (Mountain Lion) or earlier
- Google Chrome OS

Web Browser:

- Google Chrome (most recent 2 versions)
- Mozilla Firefox (most recent 2 versions)
- Apple Safari (most recent 2 versions)
- Microsoft Edge (most recent 2 versions)

Internet connection: 1 Mbps or better

Additional Software: None

How are bugs or technical difficulties addressed?

If you are experiencing technical issues, contact the Adoption Support team via 24/7 chat or phone. There are two places to find the Support contact information and several ways to contact them.

- Along the right-hand side of the portal, view the Support callout.
- Visit the Adoption Support page (from the left-hand navigation).

From both places, you can: Click on the 'Open Chat' button to start a chat, call the phone number, or send an email.

Who should be contacted if a user needs additional assistance using the *Adoption & Insights Portal*?

If general assistance is needed while using the portal, users can contact the Support team via chat, phone or email.

If a user needs assistance regarding their adoption materials, they may also contact the Bookstore Manager. Visit the 'Contact the Bookstore' page by clicking in 'Communication Hub' on the left-hand navigation then 'Contact the Bookstore'. From here, you can send an email directly to the Bookstore Manager.

Privacy & Security of Information

Our university has recently grown concerned with FERPA, specifically with our ability to access student information. Is this something that you foresee being an issue with AIP?

No, and you can provide the campus with the [BNED Privacy Policy](#) to address any security questions.

Technical Support

For support with technical issues, including trouble logging in, AIP users can call or email the Customer Care Team.

(877) 713-6697

AIPsupport@bncservices.com

Hours: Monday to Sunday, 8 am to 5 pm CST